

COMPLAINT PROCEDURE

1. Purpose

The purpose of this procedure is to provide a clear and structured process for students at GBSB Global Business School to raise and resolve complaints regarding their educational experience, ensuring fairness, transparency, and timely resolution.

2. Scope

This procedure applies to all students enrolled at GBSB Global Business School who wish to lodge a complaint related to any aspect of their educational experience, including disputes with teaching or administrative staff, concerns about unfair treatment, and dissatisfaction with academic services.

3. Control and Distribution

- 3.1 The Head of Institution is the owner of this procedure.
- 3.2 All requests for revisions shall be addressed to the Head of Institution. Amendments shall be made, if any are required, and approved by the Executive Committee. Superseded versions of the procedure shall be retained for future reference.
- 3.3 The procedure is reviewed annually.

4. Definitions

- 4.1 **Complaint** – a formal or informal expression of dissatisfaction regarding any aspect of a student's educational experience, including both academic and non-academic issues.
- 4.2 **Informal Complaint** – a complaint addressed through informal discussions with the Academic Coordinator or directly with the concerned staff member.
- 4.3 **Formal Complaint** – a complaint formally lodged in writing to the Head of Institution after the informal process has not yielded a satisfactory resolution.

5. Roles and Responsibilities

- 5.1 Students are responsible for initiating the complaint process, whether informal or formal, and providing all necessary details and documentation.
- 5.2 Academic Coordinator acts as the first point of contact for informal complaints, providing guidance, and facilitating discussions between the student and relevant staff members.
- 5.3 Head of Institution is responsible for handling formal complaints, ensuring a thorough investigation, and providing a final decision.

6. Procedure

6.1 Informal Complaint Process.

- 6.1.1 Initial Steps: students who are dissatisfied with any aspect of their educational experience should first attempt to resolve the issue by speaking directly to the administrative or teaching staff member involved.

6.1.2 Escalation to Academic Coordinator: if the student is uncomfortable addressing the issue directly with the person concerned, or if direct communication does not resolve the issue, the student should schedule an appointment with the Academic Coordinator.

6.1.3 Resolution Process: the Academic Coordinator will listen to the student's concerns, provide guidance, and may communicate with the relevant staff member. Informal notes may be taken during this process.

6.1.4 Expected Response Time: a response or resolution to the informal complaint should be provided within 5 working days. If the student remains dissatisfied, they will meet with the Head of Studies and Academic Operations. If dissatisfaction persists, the student may proceed to the formal complaint process.

6.2 Formal Complaint Process.

6.2.1 Initiating a Formal Complaint: if the informal process does not result in a satisfactory resolution, the student may submit a formal complaint to the Head of the Institution via email at ethics.committee@gbsb.global.

6.2.2 Required Information: the formal complaint should include:

- The student's contact details and programme of study.
- A detailed explanation of why the informal resolution was unsatisfactory.
- A full description of the complaint.
- The desired outcome or resolution sought by the student.

6.2.3 Acknowledgement: the Head of Institution will acknowledge receipt of the formal complaint within 5 working days.

6.3 Investigation and Resolution.

6.3.1 Investigation: upon receiving the formal complaint, the Head of Institution will conduct a thorough investigation, which may involve gathering additional information from the student, staff, or other relevant parties.

6.3.2 Response Time: a full written response, including any recommended solutions, should be provided to the student within 1 month of the receipt of the formal complaint.

6.3.3 Implementation: any agreed-upon solutions or corrective actions will be implemented by the relevant department as soon as possible.

6.4 Final Decision.

6.4.1 The decision made by the Head of Institution regarding the formal complaint is final and binding.

6.5 Record Keeping.

6.5.1 All formal complaints and their outcomes will be documented and kept on file by the Head of Institution's Office for future reference and quality assurance purposes.

7. Related Documents

- 7.1 Code of Ethics.
- 7.2 Student Guidelines and Academic Policies.

8. Indicative Evidence/Records

- 8.1 Formal complaint records.
- 8.2 Records of the outcomes of formal complaints.

9. Version Control and Change History

Version	Amendment Details	Review and Approval Details
1.0	Initial document release.	<ul style="list-style-type: none">▪ Procedure owner: Head of Institution▪ Approved by: Executive Committee▪ Date approved: September 10, 2024▪ Due for review: September 10, 2025