Institute of the Arts Barcelona

IAB Student Complaints Policy

Policy

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Policy Details

Responsibility for the Policy	Principal
Relevant to	All Students
Approved by	Senior Leadership Team
Date Introduced	January 2018
Review	July 2018, September 2020, September 2023
Next Review Date	September 2027
Relevant Documents	IAB Student Handbook The Programme Guide
Related Policies and Documents	IAB Student Discipline Policy

Context

The IAB will take seriously any complaint received and will work with the student to address the complaint in a timely and efficient way.

The complaint will initially be addressed informally, however, if the student is not satisfied with the outcome, the formal process may be initiated.

The policy is intended to allow students to raise matters that are the responsibility of the IAB and that clearly fall outside of the IAB or LJMU Academic Appeals Policy and/or the IAB Academic Regulations or LJMU Academic Framework Regulations and Regulations in Practice for this academic year.

For those students on an LJMU academic award, if you are not satisfied with the outcome of the formal process, you have the right to refer your complaint to the LJMU Student Complaints procedure, but only once all IAB procedures have been completed. Details of this procedure are found in the IAB Programme Guide.

Anonymous complaints will not be considered, and any student found to be making an unfounded malicious complaint might become subject to misconduct proceedings.

There are a number of other avenues for students to raise concerns, queries, provide feedback or to notify the IAB of a matter of dissatisfaction. Most concerns can be resolved informally by the people involved.

Student's Year Group Tutor, Academic Guidance Tutor, Module Leader, Programme Leader, the Head of Student Services and the Principal can all be approached informally and may be able to solve the matter without recourse to making a formal complaint.

If this is not possible the process to follow is explained on the following pages.

IAB Student Complaints Process

To lodge a complaint, you must submit your paperwork no more than one calendar month after the event or problem relating to the complaint.

Please submit your complaint to complaints@iabarcelona.es by using the form in Appendix 1.

Where any of the people named in any stage are included within the complaint an alternative member of staff will be appointed to deal with your case.

All timelines detailed are in terms of working days.

Do remember you can approach any member of staff to try to resolve the concern/problem as quickly as possible and without making a written complaint.

There are two stages of response to a received written complaint, an Informal Stage and a Formal Stage.

Informal Stage

On receipt of the complaint, you will be asked to meet with the Head of Student Services.

They will discuss the complaint with you to see if it can be resolved informally and, will, on your behalf, arrange for a meeting with another person/s if this is relevant to your complaint. They will seek your permission before taking any action and keep you fully informed of responses received and/or outcomes achieved.

The outcome of the complaint will be briefly documented and sent via email to you and also to the Principal for the record. Normally, complaints handled through the Informal Stage are dealt with within 10 working days.

Formal Stage

If you are dissatisfied with the outcome of the Informal Stage, you should ask for a meeting with the Principal within five working days of the completion of the Informal Stage. The

Principal will initiate the Formal Stage and act as the Investigating Officer for your complaint.

The Principal will consider information from all key people involved in the complaint and any other relevant material before reaching a conclusion as to what is reasonable in the circumstances.

The Principal will compile an Investigation Report and make one of the following recommendations:

- the complaint is upheld, and a remedy is proposed.
- the complaint is partially upheld, and a remedy proposed for that part.
- the complaint is not upheld.
- the case is either so complex and/or it involves senior members of IAB staff and/or is such that the findings need to be consider by a panel (See Student Complaints Panel).

The recommendation will be emailed to you within ten days of the starting date of the Investigation.

Appealing

If you are not satisfied with the decision at the conclusion of the Formal stage or, if the recommendations made at this stage are not implemented, you may appeal.

You must submit the appeal in writing within 10 working days of receiving the outcome of the Formal Stage. The appeal should be emailed to complaints@iabarcelona.es and copied to the Managing Director of the IAB managingdirector@iabarcelona.es

You will receive within three working days an acknowledgement of receipt and the Executive Board will be informed that an appeal has been received. They will:

- decide to enforce the implementation of the recommendations made at the end of the Formal stage.
- dismiss the case, giving reasons in writing.
- seek agreement to an alternative set of recommendations or determine whether there are sufficient grounds to convene a Student Complaints Panel to hear the appeal. In such cases the decision shall be final.

Student Complaints Panel

The Student Complaints Panel will involve four people. These will be the Managing Director or Principal, or other nominee, the Head of Student Services, a student, and a member of the staff who has had no involvement in the case.

The Student Complaints Panel will meet to hear the complaint within ten days of either receipt of the Investigation Report or instruction from the Executive Board.

The Chair of the Panel will, at the same time as they notify of the date of the meeting, indicate the names of any persons that the Panel intends to call to give evidence together with a copy of any statement obtained from those persons and which are to be referred to at the hearing.

A person of choice may accompany you, other students and staff members involved directly in the complaint. The name and address of any accompanying person must be notified to the Principal not less than 24 hours prior to the meeting of the Panel. Legal representation is not allowed at a hearing.

Students and staff members involved directly in the complaint will be permitted to question any persons giving evidence to the meeting, and to directly address the Student Complaint Panel.

If you, another student or member of staff wishes to introduce documents to the Panel they shall supply copies of all such documents to the Principal at least three working days before the date of the hearing. The Principal will ensure these papers are circulated as soon as possible to the other parties and to all members of the Panel. The Chair of the Panel may decide to give time to examine the documents by adjourning or delaying the meeting of the Panel for a period of up to five days.

The Chair of the Panel will submit, within five days of the last Panel meeting, a written report to the Executive Board and copied to all parties hearing the complaint. The decision of the Panel shall be final.

The Chair of the Panel will ensure that any actions arising from the decision of the Panel are taken within the timescale identified in the report and will report any failure to complete actions to the Executive Board.

The IAB Complaints Process and any decisions made under it are not intended to give rise to legal rights, or obligations on the IAB to pay compensation either in respect of a decision made as an outcome of the procedure or for a breach of the procedure.

Appendix 1: Student Complaint Form

Before submitting this form have you discussed your concern with your Year Group Tutor, Programme Leader, Lecturer? Do speak to someone first as most issues can be resolved informally.

You can also seek advice from the Head of Student Services or the Principal to check whether they can help to solve the problem / sort your concern without submitting a written complaint.

Please complete all sections clearly and concisely and, include copies of any appropriate.

Name (Please print in capitals)	
Programme and Year	
LJMU Email	
Your Complaint	
Date of the event or when the issue occurred	
Who did you informally speak to before submitting this form?	
Why do you believe your complaint has not been resolved?	
What reasonable actions would you like IAB to consider if your complaint were to be upheld?	

Declaration

I confirm that I have read the IAB Student Complaints Policy, and that the information given is true and accurate. I confirm that I am the student making the complaint.

I understand that IAB will:

- Not accept complaints from third parties or anonymous sources.
- Assess my request and the information submitted.
- Terminate the complaint if it is vexatious, malicious, frivolous, or unreasonable and that this may lead to disciplinary action being taken.
- May need to share information with other persons as part of any investigation to resolve my complaint.
- Will retain all documentation pertinent to the complaint on file for six years.

Signature

Date