



## **GRIEVANCE POLICY**

### **1.0 POLICY AIM**

Style Design College strives to provide a quality service to students and a professional environment for all staff. This policy serves to ensure that all students and staff are given a free and fair opportunity to voice any grievances that they may have.

### **2.0 PRINCIPLES**

- i. Each student and staff member has the right to complain.
- ii. Each student and staff member must receive a verbal or written response addressing the complaint.
- iii. Each complainer has the right to submit their complaint anonymously, but in doing so recognise that they may not receive a solution or reasoning.
- iv. Student and staff members have the right to seek legal or union representation at their own cost if they are not satisfied with the solutions provided by the relevant College authorities.
- v. Complainers will not suffer any prejudice or victimization by any authority as a result of their complaint.
- vi. Complainers accept that all solutions are provided within the framework of the Style Design College's policies, constitution, codes of conduct, budgets and successful management.

### **3.0 STUDENT GRIEVANCE POLICY:**

Should a student experience a problem with his/her learning experience in all of its embodiments, the following approach is to be taken:

- i. The Student will first discuss your complaint with their lecturer who should address it. The lecturer should apply his/her mind to the issue and provide an answer with reasons that meet the satisfaction of the student.
- ii. If the student is not satisfied with the answer and/or the reasons therefore, the student should approach the Head of the Department, providing a clear exposition of the problem and the outcome of having approached the lecturer concerned. The HOD will make a decision, also with reasons, and provide the decision and reasoning to the student.

- iii. If the student is still not satisfied with the result or reasoning, the student may approach the Dean, who will embark on discussions with the student, lecturer and HOD, with the view to resolving the issue at hand. The Dean will also provide the student with an answer together with reasons.

#### **4.0 STAFF GRIEVANCE POLICY**

- i. If any staff member should wish to lodge a complaint or seek a solution to a problem they are encouraged to follow the following procedure:
- ii. Lecturers will discuss their complaints with the Head of their department. The HOD must solve the problem and inform the Lecturer of the solution or refer the complaint to the Dean.
- iii. If the Lecturer is not satisfied with the solution or reaction of the HOD the Lecturer will then discuss their complaint with the Dean. The Dean will solve the problem or refer the matter to the Managing Director.
- iv. If the Lecturer proceeds with the complaint and discusses it with the Managing Director they must accept that the Managing Director is the last authority and his decision is final.
- v. This process or procedure of grievance must be followed. However sensitive, personal, or issues relating to relevant authority may be addressed directly with that individual.
- vi. In all complaints a formal letter or email explaining the situation must be given/emailed to the authority that the complainer is meeting with.
- vii. Support staff, and administrative workers must address the Dean with any complaints.

#### **5.0 ANONYMOUS GRIEVANCE POLICY**

- i. Style Design College recognises that some complaints may be of a personal or sensitive nature. The College also respects the students/staff right to privacy while honoring freedom of speech. In efforts of providing an opportunity for members of the student body or staff to voice their complaints without embarrassment or repercussions the College has initiated a suggestion/complaint box in the library. Anyone wishing to voice a complaint may write their issue on the paper provided and insert into the box.
- ii. The suggestion/complaint box is checked by the following people every week: Dean, Directors and Managing Director.
- iii. Important issues will be addressed immediately.
- iv. Suggestions may not always have solutions as College budget and policies may not accommodate certain suggestions.

#### **6.0 AMENDMENTS TO THIS POLICY**

This policy may be changed to accommodate more efficient methods in addressing student and staff grievances.