

Grievances/Feedback Form

(All Grievances/Feedback should reach ASCOTT CENTRE FOR EXCELLENCE within 3 working days)

SECTION A: STUDENT TO COMPLETE

Name: _____

Module Name: _____

Module Start Date: _____ Module End Date: _____

Details of Grievances/Feedback:

Signature: _____ Date Submitted: _____

SECTION B: DEPARTMENTAL USE ONLY

Grievances/Feedback By:

Name & Sign: _____

Date: _____

Outcome of Grievances/Feedback sent to Student on: _____ (Date)

Follow-up Action:

Grievances/Feedback Policy and Procedure

The purpose of this procedure is to ensure:

- It is the aim of the school to take Grievances/Feedback seriously, and investigate and deal with those appropriately and sensitively. As far as is possible the school will act to resolve Grievances/Feedback to the satisfaction of all concerned, in so far as this does not adversely affect the operation of the school.
- Grievances/Feedback will be acknowledged within 3 working days
- A response to a Grievances/Feedback will be made within 7 working days
- A written response will be returned to student within 7 working days, stating reasons why the school has taken the course of action it has and addressing the issues raised and action to be taken.
- Grievances/Feedback will be treated with discretion and information will be shared only with those persons who need to be involved in order to bring the matter to a satisfactory resolution.
- The School will listen to all Grievances/Feedback and deal with them under the general principles:
 - Each party will be given the opportunity to be heard with appropriate notice and knowledge of the facts and allegations.
 - Each party will be treated with due respect whilst going through the steps set out in the Grievances/Feedback procedure.
 - The School and all parties acting for the school will act fairly, in good faith and without bias
 - The student can be assured that the grievances will be kept confidential within the grievance procedure. In some circumstances, it may be difficult for confidentiality to be respected, for instance where a criminal offence has been disclosed. In some circumstances, the demand for confidentiality may make it difficult for the School to assist with your grievance.