



STUDENT GRIEVANCE HANDLING POLICY

Purpose

To provide a framework for addressing student grievances of an academic and non-academic nature.

Scope

This policy applies to all AIB students, alumni and prospective students. Please note that any complaints or grievances relating to re-crediting Fee HELP debt should be referred to [Student Review Procedures for Re-Crediting a FEE-HELP Balance and Refund of Fees](#).

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Complainant is any prospective or current student of AIB who has an academic or non-academic grievance.

Complaint is feedback or matter that can be resolved informally by an AIB staff member through standard procedures and operations.

Grievance can be defined as a person's formal expression of dissatisfaction with any aspect of AIB's (or its related parties') services and activities, including both academic and non-academic matters with the exclusion of FEE HELP debt matters¹, such as:

- (a) the enrolment, induction/orientation process;
- (b) the quality of education provided;
- (c) academic issues, including student progress, assessment, curriculum and awards in a course of study;
- (d) handling of personal information and access to personal records;
- (e) the way someone has been treated, including allegations of bullying, assault or sexual harassment.

Policy

1. Overview

1.1. AIB is committed to developing and maintaining an effective, timely, fair and equitable Grievance handling system which is easily accessible to all Complainants.

1.2. AIB aims to:

- (a) Protect the rights of students and the reputation of academic integrity and quality at AIB.

¹ Please note that any complaints or grievances relating to re-crediting Fee HELP debt should be referred to [Student Review Procedures for Re-Crediting a FEE-HELP Balance and Refund of Fees](#).

- (b) Develop a culture that views Grievances as an opportunity to improve the organisation and how it works.
- (c) Wherever possible, in the first instance, endeavour to resolve issues on an informal basis.
- (d) Set in place a Grievance handling system that is student focussed and helps AIB to prevent Grievances from recurring.
- (e) Ensure that students are able to access institutional grievance handling processes without charge or at reasonable cost.
- (f) Ensure that any Grievances are resolved promptly, objectively and with sensitivity and confidentiality unless otherwise required by law.
- (g) Ensure that the views of each Complainant and respondent are respected and that any party to a Grievance is not discriminated against nor victimised.
- (h) Ensure that there is a consistent and equitable response to Grievances.
- (i) Ensure that the basis for the Grievances are reviewed for continuous improvements and mitigation strategies are put in place where appropriate.

1.3. AIB is responsible for:

- (a) Designing the Grievance procedures to ensure that AIB responds effectively to individual cases of dissatisfaction.
- (b) Ensuring a written record of student Grievances and outcomes shall be kept securely in hard copy or electronically in the student file and that a summary of student Grievance information will be kept secure within a Confidential Grievance register.
- (c) Ensuring that at all times throughout any formal or informal academic or non-academic Grievance process, Complainants are entitled to seek independent professional advice, advocacy and/or other support should they require it.
- (d) Making these policy and procedures documents available to Complainants via the AIB website regardless of the location at which the Grievance has arisen, the mode in which they study or their place of residence.
- (e) Ensuring that Complainants can access AIB's Grievance handling process without any fee or charge imposed by AIB.
- (f) Monitoring and reviewing the basis of the Grievances and, where appropriate, implementing preventative mechanisms and improvements.

Related Policies and Procedure:

Academic Integrity Policy and Procedure
 Academic Progress Policy
 Assessment Policy and Procedure
 Higher Degrees by Research Policy and Procedure
 Privacy Policy
 Records Management Policy and Procedures
 Student Code of Conduct and Procedure
 Student Grievance Handling Procedure
 Whistleblower Policy and Procedure

Legislative Reference(s):

Higher Education Standards Framework (Threshold Standards), Provider Registration Standard 6.4
Higher Education Support Act (HESA) 2003, Section 19-5

Responsibility:

Chief Executive Officer

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