

 <p>S P Jain School of Global Management DUBAI • MUMBAI • SINGAPORE • SYDNEY</p>	Student Grievance and Mediation Policy and Procedures
Document Type	Policy and Procedures
Administering Entity	President , Registrar, Director - Examinations, Vice President - Academic, Course Directors (Deans) and Heads of Campus
Latest Approval/ Amendment Date	August 09, 2018
Last Approval Amendment Date	July 19, 2017
Approval Authority	Board of Directors (in consultation with the Academic Board)
Indicative time of Review	August 08, 2020

1. Purpose

- a. Students or persons seeking to enrol in a course of study with S P Jain School of Global Management are entitled to access the grievance procedure as set out by S P Jain, regardless of the location of the campus at which the grievance has arisen, the students' place of residence, or the mode in which they study.
- b. S P Jain recognises the rights of students or those seeking to enrol in a course of study at the School to have unhindered access to mediation. This means they have the right to report problems, concerns or grievances regarding any aspect of their education or other activities, which are within the control of S P Jain.
- c. S P Jain recognises mediation as an official avenue for resolving grievances in accordance with published and accountable procedures as set out in this Student Grievance and Mediation Policy and Procedures.

2. Scope

S P Jain has individual academic, administrative and supervisory avenues for mediation. Should other avenues come into conflict with the Student Grievance and Mediation Policy, this policy overrides all other avenues for meditation.

3. Definitions

- a. A grievance is a complaint or conflict which arises out of an act, decision or omission which the grievant considers to be unjust, wrongful or discriminatory and which is within the control of the School.
- b. Mediation is a process by which the participants in a dispute, together with the assistance of a neutral person, systematically isolate disputed issues in order to

develop options, consider alternatives, and reach a consensual settlement that will accommodate their needs.

- c. Academic grievance may include issues relating to:
 - Selection and Admission
 - Content and delivery of subjects in a course
 - Recognition of Prior Learning (RPL)
 - Advanced Standing
 - Assessments (for example assignments, tests, examinations)
 - Special Consideration
- d. Non-academic grievance may include issues relating to:
 - Fee Payment
 - Suspension of Candidature
 - Withdrawal without Penalty
 - Misconduct (other than plagiarism)
 - Critical Incidents
 - Harassment and Discrimination
 - Health and well being
 - Facilities

4. Bullying or Harassment

S P Jain will not tolerate inappropriate behaviour of any kind. Any student who lodges a complaint or grievance will not be subject to discrimination or victimisation. Any respondent to a complaint or grievance will not be subject to discrimination or victimisation.

5. Guidelines

- a. Grievance Mediation

S P Jain will ensure the following when dealing with complaints, grievances and appeals:

 - i. Each complaint, grievance, appeal and its outcome is recorded in writing;
 - ii. Both parties to the complaint or grievance are entitled to appropriate access to any records related to the complaint or grievance;
 - iii. Each appeal is heard by an independent person or panel; and
 - iv. Each appellant;
 - a. has an opportunity to formally present their case; and
 - b. is given a written statement of the appeal outcomes, including a full explanation for the decision.
- b. The School is dedicated to the fair hearing and resolution of all grievances and will discuss with students and staff their familiarity with procedures for dealing with complaints, grievances and appeals. The grievance policies and procedures will be presented at orientation for both staff and students and also detailed in the student handbooks. The Registrar and relevant Course Director (Dean) is responsible for the training of academic and academic support staff in the application of the policy Likewise the Head of Campus is responsible training administration staff in the application of the policy at their respective campuses. .

6. Grievance Procedures

If a problem, complaint or grievance is being experienced with a staff member or a student, the following procedure should be used:

- a. Informal stage:
 - i. Identify and discuss the complaint or grievance with the other party
 - ii. Discuss the best outcome to the complaint or grievance
 - iii. Agree to act to resolve the complaint or grievance
- b. Stage One: If after talking to the person the complaint or grievance remains unresolved the student will need to lodge a formal complaint in writing.
 - Academic grievances will be mediated by relevant Course Director (Dean) in consultation with the Registrar's office, and non-academic grievances will be mediated by the Head of Campus
 - The process will commence within 10 working days of lodgement of complaint
 - The student will have the opportunity to formally present their case
 - Both parties to the complaint or grievance may bring a support person who is a third party to these meetings
 - The School will provide both parties to the complaint or grievance with a written statement advising of the complaint outcome, including the reasons for the decision within 10 working days of the commencement of the process
- c. Stage Two: If the student is dissatisfied with the decision and:
 - It is an academic matter they may appeal to the Vice President – Academic within 10 working days of receipt of the decisions. The Vice President – Academic has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
 - If it is a non-academic matter they may appeal to the President within 10 working days of receipt of the decisions. The President has 20 working days to consider the appeal and advise both parties with a full explanation of the decision in writing.
- d. Stage Three: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. The student must access the external independent arbitrator appointed by the Board of Directors within 30 days of receipt of the decision. Any external independent arbitrator arrangements identified by the School will be at no cost or at reasonable cost to students, and will be applied consistently, fairly and without reprisal. Any student who accesses the complaints and appeals process will maintain their enrolment until the case is resolved.

7. Complaints Substantiation

- a. The School has a clear policy on handling complaints from students, staff and stakeholders.

Once a formal complaint is made all steps to resolve the matter must be documented as follows:

- i. Receive the complaint in writing with details of the complaint, date and signature of the complainant.
- ii. The written complaint will be forwarded to the relevant Dean for academic grievances or the Head of Campus for non-academic grievances.
- iii. The relevant Course Director (Dean) in consultation with the Registrar's office or

- Head of Campus as applicable will handle the complaint without prejudice and document all actions taken to investigate and resolve the complaint.
- iv. If not resolved, a thorough investigation should be carried out and documented.
 - v. If necessary the relevant Course Director (Dean) or Head of Campus will inform the Vice President – Academic or President, as applicable of the complaint in writing.
 - vi. If the complaint is against a Course Director (Dean) or Registrar then it will be forwarded directly to the Vice President – Academic and if it is against the Head of Campus, then it will be forwarded directly to the President who will progress the matter further. If necessary, the Vice President – Academic and the President will inform the Academic Board or the Board of Directors, as applicable.
 - vii. If the complaint is against the Vice President – Academic or the President then this will be forwarded directly to the Chairman, Board of Directors who will progress the matter further most probably if needed by constituting a grievance committee of at least 2 external members of the Board of Directors and the Chairman of the Academic Board or an external member of the Academic Board nominated by the Chairman of the Academic Board .
 - viii. If the School needs to rectify its own policy and procedures, the School must act immediately and document any changes to policies and procedures. This will be dealt with by the appropriate committee on a case to case basis and any changes will be implemented as soon as possible.
- b. Serious attempts should be made to resolve a complaint in a manner acceptable to all parties in order to reach a mutually satisfactory resolution. Details of the process and resolution must be documented and copies given to all parties involved. A complete file of the complaint will be kept confidentially and the steps taken to resolve the matter must be retained by S P Jain for a minimum of 15 years after action has been completed and then destroyed.

8. Related Documents

- a. Student Code of Conduct
- b. Staff Code of Conduct
- c. Records Management Policy