



# Student & Staff Grievance Policy

No: 32279

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Purpose	To be used as a guide when responding to a student or staff grievance
Key words	Grievance, resolution procedure
Scope	All staff and students
Related Documents	eHe's privacy policy
Approved by	Board of Directors
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Version	1.0

## Policy Aim

This policy was formulated to provide guidelines for handling any grievance received.

## Guiding Principles

E-Health Education is about providing a quality education service. It is important for all of us to engage with staff and students in a respectful manner at all times. Any grievance received must be taken seriously and dealt with in a transparent, objective and timely manner. Resolutions can only be derived at following due consideration of the points of view expressed by both parties during a fair hearing. There will be no reprisals or any disadvantage following the receipt of any grievance from either a staff member or a student.

## Resolution procedure

When a person has a grievance, this person needs to discuss the matter first and foremost with the person concerned. It is expected that in most cases a suitable resolution agreed by both parties can be arrived at in a timely manner in most instances. If this is not the case then the matter can be taken up in writing in a more formal manner.

When such a formal grievance is received, this will be dealt with by one senior independent person, that is someone who is not directly involved to ensure there can be a fair hearing from both perspectives. A written receipt indicating a suggested course of action to resolve the matter will be sent to the person making the complaint/grievance within 5 days of receipt.

The student or staff member reporting the grievance is welcome to have a person of their choice present at any meeting arranged between the parties concerned to discuss the issues. Issues raised will be investigated with due diligence to obtain evidence to support any claims made so that possible solutions can be canvassed and a final well considered resolution will be offered. Such decisions will be final and denote the end of the matter. Further appeals will not be accepted in the event that the resolution not be acceptable to person who lodged the grievance. Formal records of actions taken will be kept for future reference should be required.