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Policy: **Student Grievances**

Code: **06ST25**

Reviewed/ Revised: **25/05/2023**

Date of Next Review: **February 2024**

Policy Owner: **Programme Manager**

Target audience: **All EAHM Students**

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### **PURPOSE:**

The purpose of this policy is to ensure that students have recourse to an impartial, consistent review process in the event of a decision or action taken by a member of The Emirates Academy of Hospitality Management (EAHM) Faculty or administration that is perceived to be contrary to EAHM's policy, procedure or conventional practice. The policy aims to protect the rights of both students and EAHM's Faculty and staff when disagreements arise.

### **SCOPE:**

The policy is intended for use after other relevant academic or non-academic policies and procedures have been implemented, where the student feels that unfair, unjust or discriminatory decisions or actions have not been adequately dealt with by the process.

The policy covers interactions, decisions or actions between a student and EAHM Faculty or staff. It does not cover grievances between students, as those are covered elsewhere, for example, in the Non-academic Discipline and Bullying & Harassment policies.

This policy does not cover grievances with organisations outside EAHM, e.g. problems encountered with an employer during an internship. The Manager, Industry Liaison and Global Mobility is the first line of contact for this type of problem.

A student may not use this policy to take issue with the *content* of a policy or procedure, only the application of it. Comments and suggestions related to the content of published policies and procedures, or the lack of policies on particular issues, may be submitted to the Quality Assurance Manager and Dean or Managing Director.

### **DEFINITIONS:**

A **grievance** is the written submission of a student's perception of unfairness, injustice or prejudice in the application of EAHM policy, procedure or practice.

The **grievant** is the student submitting the grievance.

The **respondent** is the accused individual or department, or EAHM as a whole.

### **POLICY STATEMENT:**

Students with an academic or administrative complaint have the right to a full and fair process to resolve the issue. The Emirates Academy of Hospitality Management treats all grievances seriously and investigates each one fully with the aim of finding a resolution satisfactory to all parties. We believe it is in everyone's best interests to make every attempt to resolve a difference informally before turning to more official methods.

A formal grievance must be filed within one month of the incident or issue that lead to the complaint and preferably as soon after the incident as possible. Anonymous complaints will not be investigated.

Grievances judged to be frivolous or malicious will be dismissed and may incur disciplinary action.

Confidentiality will be maintained throughout and after the resolution process; only the people who are directly involved in the grievance will have access to the records about it. Grievance records will be kept for four years after resolution, in a separate file in the Dean's office. No record of a grievance will be stored in the student's file in the Academic Services and Registry Office or in the personal file of a Faculty or staff member.

The grievant, or anyone participating in the grievance process, will not suffer reprisals, retaliation or disadvantage within EAHM as a result of his or her action.

### **RESPONSIBILITY:**

The Programme Manager has the responsibility for implementing this policy. In practice the Student Counsellor will be the first line of contact for students who wish to initiate a grievance procedure.

It is the responsibility of all the parties involved in both informal and formal grievance procedures to enter into the process with the intention of finding a solution acceptable to all.

It is the responsibility of all parties involved in discussions regarding a complaint to ensure that a full written record of the deliberations at each stage is kept, so there is a concrete record of the attempts made to resolve the issue.

The Dean and Programme Manager are responsible for ensuring that the policy is up-to-date and reviewed according to the agreed schedule.

### **IMPLEMENTATION OF THE POLICY:**

A student who is considering filing a grievance is advised to consult the Programme Manager, who will explain the process and advise on the student's particular case. The Programme Manager remains neutral and will not serve as the student's intermediary or advocate in any formal meetings or hearings regarding the issue.

A student who has a grievance must first try to resolve it directly with the party or parties involved, through informal discussion.

If informal resolution is not initially successful, or if the student feels unable to confront the person alone, the student may request an arbitrator. The arbitrator (a neutral individual from within EAHM) will mediate at a meeting between the two parties. The student may suggest a particular individual be the arbitrator, as long as that person is part of the EAHM community. The arbitrator is neutral and makes no judgment.

If informal resolution with or without arbitration is not initially successful, the student should take the issue to the respondent's line manager for informal resolution at that level (e.g. the Dean and Programme Manager for all Faculty; for non-academic matters, the relevant line

manager, for example the IT Manager, the Director of Operations, Director of Marketing & Enrolment etc.). However, the student is strongly advised to inform the respondent of his or her intentions in advance.

If informal means are not successful in resolving the issue, the student should submit a written grievance to the Programme Manager, including a history of resolution attempts to date. The Student Grievance Form should be used for this purpose (Appendix A), with all relevant documentation appended. The Student Counsellor can help in the process of submitting a grievance.

The Programme Manager will review the written records and will collect further information through discussions with the two parties and any relevant witnesses. The Dean will then determine if the complaint is substantive, and if so, he will convene an ad hoc Student Grievance Committee within two working weeks of receipt of the written complaint.

Student Grievance Committee membership will vary depending on the nature of the grievance but will typically include three neutral individuals from within EAHM (i.e. no one directly involved in the decisions or actions leading to the complaint). The student can request for the President of the Student Council or the President's nominee to be part of the ad hoc committee.

The ad hoc Student Grievance Committee will meet and will review all the written records to date. Within one week of the convening of the Committee, a hearing will be held, at which both parties will present their cases to the Committee. Both the grievant and the respondent may have an advocate from within EAHM to accompany them during the hearing. The grievant may request an advocate from the Student Council to attend the hearing as support. This Student Council member cannot be the same Student Council member who is part of the ad hoc committee.

The Committee will give its verdict within two working days of the hearing, along with its recommendations for action. Its decision will be recorded on the Student Grievance Record (Appendix B). This decision cannot be appealed.

If a grievance is resolved formally, a complete set of records will be kept in a separate file in the Dean's office for a period of four years from the date of the decision. If an informal agreement is reached, no records will be kept.

**ASSOCIATED DOCUMENTS:**

- Student grievance form
- Student grievance record

The procedures related to the following policies must be implemented in full before a grievance may be initiated:

- Academic policies as outlined in the Catalogue (for grade appeals, e.g.)
- Academic integrity
- Non-academic discipline
- Student code of conduct

**MENTIONS:**

- Catalogue
- Student Handbook
- Staff and Faculty Handbook

**DATE OF NEXT REVIEW:**

This document should be reviewed by **February 2024.**

**POLICY APPROVALS RECORD**

Policy Name:	<b>Student Grievances</b>	
Policy Code:	<b>06ST25</b>	Formerly: EA/STU/008
Date of first approval:	<b>10/2007</b>	

<b>Reviewed/ Updated</b>	<b>Details of Amendment</b>
30/09/2009	
30/09/2012	
31/07/2014	
31/07/2015	
15/08/2016	
05/08/2018	
06/2019	
01/09/2020	
15/02/2022	- Updated policy owner to Student Counsellor - Added the Programme Manager in the process of resolving student grievance
01/10/2022	- Updated policy owner to Programme Manager
23/05/2023	- Reviewed with no update

**Appendix A – Student Grievance Form**

**STUDENT GRIEVANCE FORM**

*The Student Counsellor can offer assistance in completing this form. When you have completed it in full, and attached all the relevant documentation, submit it to the Student Services Office / Programme Manager.*

<b>Student(s) name:</b>	
<b>Mobile phone number:</b>	
<b>Motive(s) of Grievance:</b>  <i>Describe each allegation in detail, including dates, witnesses, etc. Use a separate sheet as necessary. Attach records of informal attempts to resolve the issue.</i>	
<b>Person / Department Concerned:</b>	
Student(s) Signature:	

*For Administration only:*

Received by:	Date:
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**Appendix B – Student Grievance Record**

**STUDENT GRIEVANCE RECORD AND FOLLOW UP**

*To be attached with the completed Student Grievance Form.*

1. Decision for Action:	
<b>2. Follow up &amp; hearing date:</b>	
<b>Student Grievance Committee members:</b>	
<b>3. Student Grievance Committee decision:</b>	
<b>4.</b>	

*For Administration only:*

Communicated by:	
Date communicated to the grievant:	