

## Complaint and Appeal Procedure Policy

### 1. Introduction

WIAM is committed to provide to all students a transparent and supportive procedure for their complaints and appeals. The Institute encourages all parties to try to resolve the issue informally if that is possible. This has a number of advantages in term of immediacy, and usually results in the line of communications being opened more.

### 2. Definitions

a) Complainer – person how makes a complain or appeal

b) Complaint - A complaint presented by an individual, or a group, based on the opinion that they are, or have been, receiving treatment that differs from the treatment received by other individuals or groups (including Discrimination).

A complaint may also be against the unacceptable behavior of an individual being a student or an employee.

A complaint may also include issues regarding learning and teaching facilities.

A complaint may also be about issues regarding the delivery of the Programme and the taught modules.

c) Appeal – A request to have a decision reviewed. This may be a decision made in terms of reviewing a complaint or an academic decision (e.g. an assessment or any other decision made by the Institute in its day to day working).

### 3. Procedures

#### Stage 1 (informal)

- Issues are being resolved verbally on the level with the respective involved .staff/students (no timeline needed)

#### Stage 2 (informal)

- If Stage 1 doesn't bring a solution issues are addressed to Module Leader (ML) or Institution Link Tutor (ILT). ML or ILT are responsible to react with a written statement proposing a solution within 7 days.
- ILT is responsible to forward addressed issues to the relating Board(s).

#### Stage 3 (formal)

Formal complaints and appeal process.

This procedure outlines the processes for the management of complaints and appeals that are formally submitted to the Institute. The process is at no cost to the student.

- Complaints or request for appeals are to be made in writing within 10 days of the incident using the Complaints and Appeals Form and provided to a member of the

Programme Leader Group (Complaints and Appeals Forms can be requested at any time at sekretariat@wiam.ch).

- A submitted Complaint or Appeal will constitute a formal complaint or appeal from the complainer. Further details of the complaint or appeal can be provided by the learner verbally.
- All complaints and appeals will be acknowledged in writing within 1 working day.
- Complaints may also be submitted anonymously via the commissioner for Equality and diversity (for further information please see Equality and Diversity Policy)
- The Principal of the institute may delegate responsibility for the resolution of the complaint or appeal.
- In the case of a complaint or appeal, the Principal of the institute will initiate a transparent, participative investigation to identify the issues.
- Complaints or appeals, where possible, shall be resolved within 28 days of the initial application.
- The procedures must not take longer than 8 weeks.
- Where more than 28 calendar days have been required to process a complaint or appeal:
  - The complainer is advised in writing of the reasons for the delay
  - The complainer is regularly updated in writing

The complainer will be advised in writing of the outcome of their complaint or appeal, within 7 days of resolution.

If the outcome is not to the satisfaction of the complainer:

- They may seek an appointment with the Principal of the institution.
- The institution will provide for review of complaints and appeals by an independent party.
- They may appeal to an outside authority.