

Procedures for Student Complaints on Bullying, Harassment, Victimisation and Discrimination

1. Introduction

1.1 As stated in the **Equality, Diversity and Inclusion Policy (Section 7.1)**, IBS takes very seriously incidents of bullying, harassment, victimisation and discrimination. This procedure identifies the way in which all parties can raise any matter which is of concern to them. Staff, students and all other parties who make a complaint have the right to do so confidentially and without fear of victimisation. The Bullying, Harassment, Victimisation and Discrimination Complaints Procedure is a specific annex to the Student Complaints Procedure and refers especially to instances where:

1.2 Any IBS student who feels that they have been subjected to behaviour (in person or online) which constitutes bullying, harassment or discrimination in regards to their age, disability, gender, race, religion, belief, sexual orientation or physical appearance has the right to make a complaint. Such a complaint can be made in the following instances:

Complaint	Person against whom complaint is made	Appropriate Procedure
Student	Student	Complaints Procedure
Student	Member of staff	Complaints Procedure
Student	Visitor/Contractor	Complaints Procedure

1.3 Such complaints must be made to the Student Support Manager who will investigate the matter. There are three stages to this procedure

Stage 1: Informal Resolution with parties concerned (See below)

Stage 2: Formal Complaint to the Student Support Manager for formal investigation and decision by the Investigating Officer, nominally, the Pro-Rector of Operations or their nominee (See below)

Stage 3: Appeal against the Formal Complaint Decision to the Rector (See below)

At the end of Stage 3, once IBS procedures have been completed, a Completion of Investigation letter will be issued which summarises the outcome of the complaint. Students may also request a Completion of Investigation letter at the end of Stage 2 if they choose not to escalate the matter to Stage 3.

2. Criminal Offences

Please refer to Section 8 of the Equality, Diversity and Inclusion Policy,

3. Procedure:

3.1 Stage 1 (Informal)

3.2 In the first instance and in most cases, it may be possible for issues to be addressed at an early stage by discussing them with the Student Support Manager.

3.3 Issues must be raised within one month of taking place and the Student Support Manager will aim to resolve the issue, where practicable, within 2 weeks.

3.4 You must make it clear from the outset what remedy you are seeking as an outcome of your complaint.

3.5 You are advised to keep a record of any informal contact with the Student Support Manager.

- 3.6 The Student Support Manager will keep a record of action taken in response.
- 3.7 The Student Support Manager will investigate and endeavour to resolve your complaint appropriately, and should notify you of their findings and any outcomes in writing.

4. Stage 2 (Formal)

- 4.1 If your concerns remain unaddressed to your satisfaction after the informal stage, resolution is not possible due to the complexity or seriousness of the case, or you would like to move to Stage 2 immediately, you can lodge a Formal Complaint as follows:
- 4.2 Put in writing (within 60 days of the event(s) happening), stating all facts and arguments, with any evidence, the nature of your complaint to the Student Support Manager, who will then inform the Investigating Officer. If the complaint is about the Student Support Manager then you should write to the Pro-Rector of Operations.
- 4.3 You should state how you would like the matter to be resolved and whether you have tried to resolve the matter informally and explain why you are unhappy with the informal resolution (if applicable).
- 4.4 The Investigating Officer will investigate your complaint, and will have discretion to determine the most appropriate way in which to undertake the investigation.
- 4.5 As part of this investigation, the individual(s) named in the complaint have the right to be informed and to respond before any conclusions are reached. The individual(s) in question will be invited to submit a written statement and may be invited for an interview to discuss the complaint. You may be provided access to the statement provided by the individual in question and they will have access to your statements, if deemed necessary
- 4.6 You may also be invited to meet the Investigating Officer to discuss your complaint. Where the Investigating Officer considers it necessary or beneficial to meet with you, you will normally be given at least two working days' notice of such a meeting.
- 4.7 When the investigation is concluded, you will be informed in writing with a Completion of Investigation Letter with the outcome of your complaint. This will include a summary of the facts as found by the Investigating Officer, the decision and clear reasons for that decision, and any remedial actions arising from that decision.
- 4.8 The decision of the Investigating Officer will be one of the following:
- a) That your complaint is justified
 - b) That your complaint is justified in part
 - c) That your complaint is not justified
- 4.9 Where your complaint is justified and an individual(s) is deemed by IBS to be guilty of bullying, harassment, victimisation or discrimination either wholly or in part, the Investigating Officer will normally determine one or more remedial actions. These may include:
- a) a formal apology from the perpetrator
 - b) remedial action to be taken by the relevant individual(s) or area(s)
 - c) termination of Student Contract of Education of the perpetrator
 - d) requiring specified members of staff to undertake specific training and development
 - e) a review of the relevant University policy or procedure
 - f) financial compensation (where appropriate)
 - g) a recommendation that the disciplinary process is initiated in relation to a member of University staff
 - h) any other appropriate remedy

5. Stage 3: Appeal against the Formal Complaint Decision

- 5.1 All parties have the right, if they are unsatisfied with the outcome of the investigation, to ask for a review of the case within two weeks of the “Completion of Investigation” Letter or the determined remedy.
- 5.2 You will need to request this review in writing and submit it to request@ibs-b.hu.
- 5.3 No new grounds may be raised but new evidence may be submitted.
- 5.4 You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes. If you wish, a fellow student or a member of staff may attend the meeting with you.
- 5.5 The Rector will review your case within one calendar month of receipt of the Student Complaints Request for Review Form. Any delay to this timing will be communicated to you.
- 5.6 The Rector may uphold, complement or overrule any previous decisions or information provided in response to your complaint.
- 5.7 You will be informed of the outcome by the Rector or nominee.