

Complaints Procedures in IBS

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I. Student Complaints

1. Rationale and guiding principles

Providing a high quality student experience is one of the key priorities for IBS, and we make all reasonable efforts to ensure that we meet your expectations. However, despite the best intentions, it may happen that you feel dissatisfied with the services provided. In addition, you might have a safety concern, or you might witness inappropriate, offensive, harmful or discriminative behaviour by someone that you are in contact with as part of your IBS experience¹. In all such cases, you should report your complaint or concern to members of the Student Wellbeing Team and you have the right to file a complaint.

When dealing with complaints or concerns, IBS shall follow these principles:

1. We aim to investigate complaints and concerns in a timely, transparent and fair manner.
2. Complaints and concerns that require particularly swift action will be identified quickly.
3. Each party to a complaint or concern will be given an opportunity to present their case.
4. If there are allegations of a criminal offence, IBS will report it to the police and take appropriate internal action until the outcome of any criminal proceedings are known.
5. All complaints and concerns will be treated with the utmost confidentiality as far as reasonably practicable.
6. No student will ever be disadvantaged as a result of making a complaint or reporting a concern.

2. Who can complain?

1. All active and passive students of IBS.
2. Students who have left or graduated from IBS, within 3 months of departure.
3. Group complaints must be handled by one student representing the group.
4. Anonymous complaints will not be considered.
5. Complaints lodged by third parties will not be considered.

3. What complaints are not covered by the Student Complaints Procedure?

1. Academic Appeals: If you are seeking a review of a decision about student progression, assessment or awards, please refer to the appropriate sections of the Student Handbook (especially 4.3.8)

4. Sources of advice and information

Before making a complaint, you may wish to seek advice from one of the following departments who can explain the procedure to you:

1. Your teachers and module leaders
2. Centre for Student Services
3. Student Support Manager
4. International Student Assistants

¹ see also: Safeguarding Policy, Policy on the responsible use of electronic devices, email and social media

5. Procedure²

1. Informal Stage

- 1.1 In most cases, it may be possible for issues to be addressed at an early stage by discussing them with a member of staff in the department concerned. For example, if you have an academic concern, this can be discussed with your teachers / module leaders / supervisors.
- 1.2 If you do not feel able to raise your issue with one of these staff members, you may wish to discuss it with the Student Support Manager.
- 1.3 Issues must be raised within one month of taking place and the staff member will aim to resolve the issue, where practicable, within 2 weeks.
- 1.4 Any delay to this timing will be communicated to you by the staff member you have consulted.
- 1.5 You are advised to keep a record of any informal contact with staff.
- 1.6 Staff will keep a record of action taken in response.

2. Formal Stage

If your concerns remain unaddressed to your satisfaction after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you can lodge a formal complaint as follows:

- 1.1 The Student Complaints Form must be completed and submitted to request@ibs-b.hu, together with evidence that you have previously raised the issue informally.
- 1.2 The Student Support Manager will check the eligibility of the complaint to ensure that the Student Complaints Procedure is applicable.

Eligible complaints

- 1.3 You will be provided with written acknowledgement of receipt of your complaint by the Student Support Manager within 3 days of submitting your form.
- 1.4 The complaint will be delegated to an appropriate member of staff for investigation.
- 1.5 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.
- 1.6 IBS seeks to resolve all formal complaints within one calendar month of receipt of the Student Complaints Form. Any delay to this timing will be communicated to you.
- 1.7 You will be notified of the outcome by the staff member investigating your complaint in a "Completion of Investigation" Letter, detailing the decision and an explanation for it.

Ineligible complaints

- 1.8 The Student Support Manager will explain the reasons of ineligibility and will direct you to the relevant procedure if applicable.
- 1.9 If a complaint is deemed ineligible by the Student Support Manager, the student has the right of appeal to the Rector.
- 1.10 Such appeals must be made in writing and sent to request@ibs-b.hu within 14 days of the decision of the Student Support Manager.

² Complaints or concerns received from underage students or vulnerable adults will be processed according to the procedures laid down in Annex A of the Safeguarding Policy

1.11 The decision of the Rector will be final.

3. Review Stage

- 3.1 If you are unsatisfied with the outcome of the investigation into your complaint, you have the right to ask for a review of your case within 2 weeks of receiving your “Completion of Investigation” Letter.
- 3.2 You will need to complete the Student Complaints Request for Review Form and submit it to request@ibs-b.hu.
- 3.3 No new grounds may be raised but new evidence may be submitted.
- 3.4 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.
- 3.5 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.
- 3.6 The Rector may uphold, complement or overrule any previous decisions or information provided in response to your complaint.
- 3.7 You will be informed of the outcome by the Rector or nominee.

II. Applicant Appeals and Complaints

1. Rationale and guiding principles

When dealing with applicant appeals and complaints, IBS shall follow these principles:

1. We aim to investigate appeals, complaints and concerns in a timely, transparent and fair manner.
2. Appeals, complaints and concerns that require particularly swift action will be identified quickly.
3. Each party to a complaint or concern will be given an opportunity to present their case.
4. If there are allegations of a criminal offence, IBS will report it to the police and take appropriate internal action until the outcome of any criminal proceedings are known.
5. All appeals, complaints and concerns will be treated with the utmost confidentiality as far as reasonably practicable.
6. No applicant will ever be disadvantaged as a result of making an appeal or complaint, or reporting a concern.

2. Who can appeal?

1. All applicants of IBS, within 3 months of the matter appealed.
2. An appeal is a formal request for the review and reconsideration of an outcome of an admissions decision if you feel that
 - a) IBS did not appropriately consider your application in accordance with published procedures.
 - b) Not all of the information provided in the application was taken into account.
 - c) New information has become available and you can provide a good reason for it not being disclosed earlier in the process.
 - d) There is evidence of discrimination or bias.
3. Anonymous appeals will not be considered.
4. Appeals lodged by third parties will not be considered.

3. Who can complain?

1. All applicants of IBS, within 3 months of the occurrence of the reason for complaint.
2. A complaint is an expression of concern or dissatisfaction with the services or conduct during the application process.
3. Anonymous complaints will not be considered.
4. Complaints lodged by third parties will not be considered.

4. Sources of advice and information

Before making a complaint, you may wish to seek advice from one of the following departments who can explain the procedure to you:

1. Centre for Marketing and Admissions
2. Student Support Manager

5. Procedure³

1. Informal Stage

- 1.1 In most cases, it may be possible for issues to be addressed at an early stage by discussing them with a member of staff at the Centre for Marketing and Admissions.
- 1.2 Issues must be raised within one month of taking place and the staff member will aim to resolve the issue, where practicable, within 2 weeks.
- 1.3 Any delay to this timing will be communicated to you by the staff member you have consulted.
- 1.4 You are advised to keep a record of any informal contact with staff.
- 1.5 Staff will keep a record of action taken in response.

2. Formal Stage

If your concerns remain unaddressed after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you can lodge a formal complaint as follows:

- 2.1 The Applicant Appeals/Complaints Form must be completed and submitted to request@ibs-b.hu, together with evidence that you have previously raised the issue informally.
- 2.2 The Student Support Manager will check the eligibility of the complaint to ensure that the Student Complaints Procedure is applicable.

Appeals

- 2.3 You will be provided with written acknowledgement of receipt of your appeal by the Student Support Manager within 5 days of submitting your form.
- 2.4 The appeal will be delegated to the Head of Marketing and Admissions or nominee for investigation.
- 2.5 If your appeal is upheld, you will be informed of the outcome and the action taken.
- 2.6 If your appeal is not upheld, you will receive the reasons in writing.
- 2.7 IBS seeks to resolve all formal complaints within two weeks of receipt of the Applicant Appeals/Complaints Form.
- 2.8 Any delay to this timing will be communicated to you.

Eligible complaints

- 2.9 You will be provided with written acknowledgement of receipt of your complaint by the Student Support Manager within 5 days of submitting your form.
- 2.10 The complaint will be delegated to the Head of Marketing and Admissions or nominee for investigation.
- 2.11 You will be notified of the outcome by the Head of Marketing and Admission or nominee in a "Completion of Investigation" Letter, detailing the decision and an explanation for it.
- 2.12 IBS seeks to resolve all formal complaints within two weeks of receipt of the Applicant Appeals/Complaints Form. Any delay to this timing will be communicated to you.

³ Complaints or concerns received from underage applicants or vulnerable adults will be processed according to the procedures laid down in Annex A of the Safeguarding Policy

Ineligible complaints

- 2.13 If a complaint is deemed ineligible by the Student Support Manager, the student has the right of appeal to the Rector.
- 2.14 Such appeals must be made in writing and sent to request@ibs-b.hu within two weeks of the decision of the Student Support Manager.
- 2.15 The decision of the Rector will be final.

3. Review Stage

- 3.1 If you are unsatisfied with the outcome of the investigation into your appeal/complaint, you have the right to ask for a review of your case within 2 weeks of receiving the outcome.
- 3.2 You will need to complete the Applicant Request for Review Form and submit it to request@ibs-b.hu.
- 3.3 No new grounds may be raised but new evidence may be submitted.
- 3.4 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.
- 3.5 The Rector will review your case within one calendar month. Any delay to this timing will be communicated to you.
- 3.6 The Rector may uphold, complement or overrule any previous decisions or information provided in response to your complaint.
- 3.7 You will be informed of the outcome by the Rector or nominee.

This Policy was adopted by the Senate in virtue of the resolution No. 1/2020 at the session held on 24 February 2020.

Student Complaints Form

This form should be used along with the Student Complaints Procedure. If you have raised some concerns informally and they remain unaddressed, you can lodge a formal complaint using this form. If you need help or advice whilst completing this form, you should contact studentsupport@ibs-b.hu.

This form should be sent to request@ibs-b.hu.

Please keep a copy of this form for your records, plus any material you submit.

YOUR DETAILS

Your name:

Programme/Year:

EVIDENCE OF INFORMAL STAGE

I have raised this issue informally with

On [specify dates]

I have written confirmation of this from the member of staff and attach this.

I do not have written confirmation but give consent for you to contact the above named.

COMPLAINT SUMMARY

DESIRED OUTCOME

What action would you like to see taken?

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

Signature:

Date:

Student Complaints – Request for Review Form

This form should be used along with the Student Complaints Procedure. If you are dissatisfied with the outcome of your formal complaint, you can request a review. If you need help or advice whilst completing this form, you should contact studentsupport@ibs-b.hu.

This form should be sent to request@ibs-b.hu.

Please keep a copy of this form for your records, plus any material you submit.

YOUR DETAILS

Your name:

Programme/Year:

COMPLAINT SUMMARY

I remain dissatisfied because (please give reasons):

DESIRED OUTCOME

What action would you like to see taken?

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

Signature:

Date:

Applicant Appeals/Complaints Form

This form should be used along with the Applicant Appeals/Complaints Procedure. If you have raised some concerns informally and they remain unaddressed, you can lodge a formal complaint using this form. If you need help or advice whilst completing this form, you should contact studentsupport@ibs-b.hu.

This form should be sent to request@ibs-b.hu.

Please keep a copy of this form for your records, plus any material you submit.

YOUR DETAILS

Your name:

Date of birth:

EVIDENCE OF INFORMAL STAGE

I have raised this issue informally with

On [specify dates]

I have written confirmation of this from the member of staff and attach this.

I do not have written confirmation but give consent for you to contact the above named.

APPEAL/COMPLAINT SUMMARY

DESIRED OUTCOME

What action would you like to see taken?

I declare that the above information is accurate. I confirm that details of this appeal/complaint can be shared with relevant staff.

Signature:

Date:

Applicant Request for Review Form

This form should be used along with the Applicant Appeals/Complaints Procedure. If you are dissatisfied with the outcome of your formal appeal/complaint, you can request a review. If you need help or advice whilst completing this form, you should contact studentsupport@ibs-b.hu.

This form should be sent to request@ibs-b.hu.

Please keep a copy of this form for your records, plus any material you submit.

YOUR DETAILS

Your name:

Date of birth:

COMPLAINT SUMMARY

I remain dissatisfied because (please give reasons):

DESIRED OUTCOME

What action would you like to see taken?

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

Signature:

Date: