



Green World Group

STUDENT GRIEVANCE POLICY

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1. Policy

It is the policy at Green World Group to protect the rights and freedoms of students. The following procedures have been established to provide for an orderly, fair, and prompt resolution of student grievances concerning academic issues. These procedures are established to insure the due process, equitable treatment, and protection of all parties involved in the process. No adverse action shall be taken in response to an individual who registers an academic grievance.

Academic grievance, as used here, shall mean a complaint by a student of Green World Group against a representative of the Institute when s/he perceives that s/he has suffered adverse academic consequences from an alleged violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic regulations and procedures of the Institute.

In keeping with the intent and spirit of these procedures, it is incumbent upon all parties to show respect, restraint, and responsibility in their efforts to resolve the grievance. It is incumbent on students proceeding with a grievance to provide evidence of a violation. It is incumbent upon representatives of the Institute to arrange meetings and conferences concerning the matter in good faith and promptly to communicate decisions to the student promptly.

This procedure is in no way intended to supplant or duplicate other grievance procedures available either to the student or the Institute representative(s) named in the grievance, or to prevent such individuals from pursuing other remedies as are provided by law.

2. Academic Grievance Procedures

When a student believes s/he can demonstrate s/he has been harmed by a violation, misinterpretation, inequitable application, misrepresentation, or inappropriate implementation of the academic regulations and procedures of the Institute, the following grievance procedure shall be followed. The failure of any Institute personnel at any level to communicate a decision to the aggrieved student within the stated time limits shall permit the student to proceed to the next step of the process (unless, for reasonable cause, the time limit has been extended by the Manager of Faculty). The failure of the student to appeal the grievance to the next step within the stated time limits shall constitute a withdrawal of the grievance and



shall bar further action (unless, for reasonable cause, the time limit has been extended by the Manager of Faculty).

3. Initial Informal Procedures

The student shall initiate the informal procedures within **ten Institute working days** after the student first perceives the alleged violation on which the complaint is based. (For reasonable cause, the Manager of Faculty may extend this time requirement.) The informal procedures outlined below will be initiated prior to a formal grievance being filed.

1. Whenever possible, the student shall meet with the Institute representative whose actions are the object of the complaint to discuss the issue and attempt to resolve it satisfactorily.
2. If the complaint has not been resolved in conference with the Institute representative, or if the student cannot meet with the Institute representative, the student will discuss the complaint with the Institute representative's immediate supervisor, who will attempt to help the student resolve the complaint. In the interest of resolving the complaint, when the student discusses the complaint with the immediate supervisor, the immediate supervisor shall confer with the Institute representative.
3. If the student does not feel the problem has been resolved within **ten Institute working days** after the conference with the Institute representative's supervisor, the student may initiate the formal academic complaint procedure.



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4. Formal Procedures

Within **thirty Institute working days** after the student first perceives the alleged violation on which the complaint is based, the student will file an Academic Grievance Form in the Office of Director of Operations. (For reasonable cause, the Manager of Faculty may extend this time requirement.) Thereafter, the complaint shall be referred to as a grievance. The form will be completed and returned to the Office of Director of Operations.

Within **two Institute working days** of receipt of the grievance by the Director of Operations a written notification to the student would be initiated to acknowledging receipt of the formal grievance. At the same time, the Manager of Faculty will also send written notification to the Institute representative named in the grievance indicating that a formal grievance process has been initiated. A copy of the formal grievance will be attached. (To protect the rights and privacy of other individuals who may be identified by the student complainant, but who may or may not choose to participate in the grievance process, the Manager of Faculty will retain the right to expunge the names of such other individuals from the complaint.)

Within **five Institute working days** of receipt the Director of Operations will form a Chair composed of Vice President HR, Vice President Finance, and CEO. Decision to include Chairman will be based on the severity of the grievance and will be confirmed in the first meeting of the Chari. (For reasonable cause, the Director of Operations may extend this time requirement.) A copy of the grievance or redacted grievance, as the case may be, shall be provided to the Chair.

Committee meeting will be completed within **twenty Institute working days** of receipt of the written grievance. (For reasonable cause, this time requirement may be extended by the Director of Operations.)

During the meeting(s), the Committee may interview the student, the individual against whom the grievance is directed, and/or request additional material they feel is necessary for a fair and complete consideration of the issue.

At all stages and at their own expense, the student and the individual to whom the grievance is directed may have one person with them during the process. Nevertheless, the student and the Institute representative named in the grievance shall serve as their own spokespersons. The role of their accompanying representatives, if any, shall be to advise the student or the Institute representative,



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and they will not be permitted to speak or to participate directly in any other way unless invited to do so by the Chair of the Committee.

Both the student and the Institute representative named in the grievance may request that the testimony of witnesses be heard. Requests for such witnesses must be made in writing in advance of any hearing scheduled by the Committee and must be submitted to the Office of Director of Operations no later than **five Institute working days following the date of written notification by the Manager of Faculty to the student and the Institute representative against whom the grievance is directed acknowledging the initiation of a formal grievance procedure.** (For reasonable cause, the Manager of Faculty may extend this time requirement.) Requests for witnesses must include the complete name of all witnesses, a description of the relationship of the witness to the individual making the request, and a summary of the expected testimony each witness will provide. The Committee will retain the right to limit the number of witnesses.

In the event that either a witness or the Institute representative, who is the subject of the grievance, does not appear at the meeting(s) called by the Committee, or will not provide information or documents as requested, the recommendation of the Committee will be made on the basis of the information available to them.

When voting on an Academic Grievance, only committee members may be present. All members of the Committee will participate in the vote.

The Committee may decide to:

Accept the arguments of the grievance, in which case they will recommend in writing to the Manager of Faculty an appropriate action to be taken concerning the grievance. Such recommended actions may include, but will not be limited to, reinstatement after dismissal from the Institute, change of grade, approval of a waiver, retaking a test.

Not accept the arguments of the grievance, which they will so recommend in writing to the Manager of Faculty.

As noted above, the Committee will have completed its meetings within **twenty Institute working days** of receipt of the written grievance. (For reasonable cause, the Manager of Faculty may extend this time requirement for as many as ten additional Institute working days.) The Chairperson of the Committee will submit



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to the Manager of Faculty a written recommendation concerning the appropriate disposition of the grievance, as well as all supporting materials.

Within **ten Institute working days** of receipt of the recommendation from the Committee, the Manager of Faculty will review the materials submitted, file a final decision, and provide written notification to both the student and the individual against whom the grievance is directed as to the disposition of the grievance. Normally, the Manager of Faculty will accept the findings and recommendations of the Committee and (s)he will take the action appropriate to redress any demonstrated harm to the student. However, the Manager of Faculty will retain the right to undertake a further review of the grievance, to also interview the student, the individual named in the grievance, and/or request additional material (s)he feels is necessary to a complete consideration of the issue. If the decision of the Manager of Faculty differs from the findings and recommendations of the Academic Grievance Committee, (s)he will meet with the Committee in order to provide an explanation of the decision. The decision of the Manager of Faculty is final.

If the Manager of Faculty is directly involved in any way in the informal stage of the grievance, the Director of Operations or the Director of Operator's designee will assume the responsibilities assigned to the Manager at every stage in the formal process.

The Office of Director of Operations will be responsible for recording and filing the decision. All materials connected with the grievance will be held in confidence in the Office of Director of Operations, and shall not be utilized in proceedings concerning discipline, promotion, tenure, or appointments, unless otherwise provided by law.

Should the student still feel that the outcome of the grievance is still not satisfactory, the same could be escalated to NEBOSH/SQA UK at the discretion of the student. However, any outcome from this investigation if otherwise would not have subsequent impact or change in decisions as the course provider is bound to local judiciary court bindings.