

SCCO Student Grievance Procedure

The SCCO undertakes to treat all students fairly, consistently and in accordance with SCCO policies and procedures.

This procedure provides SCCO students who consider that they have a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest practicable opportunity.

Stage 1

If possible, students should aim to resolve issues that arise during a course through discussion with their tutor. If this does not resolve the issue or it is not appropriate to speak to their tutor due to the nature of the issue, then students should speak to the course director. Issues concerning SCCO administration or policy should be raised with a member of the SCCO administration team.

If a grievance cannot be settled informally with the relevant individual, the student should raise a formal grievance as detailed below.

Stage 2

In the event of the student having a formal grievance they should in the first instance, put their grievance in writing, including the redress sought and any supporting documentation, and address it to the SCCO Office Manager, making it clear that they wish to raise a formal grievance under the terms of this procedure. This grievance procedure will not be invoked unless the student raises their grievance in accordance with these requirements.

The CEO will then complete a full review of the grievance, seeking further information as necessary. The SCCO will endeavour to respond to the grievance as soon as possible and within 10 working days of receipt of the grievance. If it is not possible to respond within this time period, the student will be given an explanation for the delay and be told when a response can be expected. The student will be informed in writing of the SCCO's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied with it.

Stage 3

Should the student feel that their grievance has not been satisfactorily resolved, the student may then appeal in writing to the Chair of Trustees of the SCCO within five working days of the grievance decision. The student should clearly set out the grounds for their appeal.

On receipt of such a request, the SCCO Chair of Trustees shall make arrangements to hear the grievance at an appeal meeting attended by the Chair of Trustees and at least one other SCCO Trustee. The student must attend this meeting and may, if they wish, be accompanied by a third party of their choice.

Following the meeting, the Chair of Trustees will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the appeal hearing. If it is not possible to respond within this time period, the student will be given an explanation for the delay and be told when a response can be expected. The student will be informed in writing of the SCCO's decision on their grievance appeal.

This is the final stage of the grievance procedure and the SCCO's decision shall be final.