



**Pearson
Institute**
of Higher Education

PIHE Student Grievance Procedure

(V17.01)

STUDENT GRIEVANCE PROCEDURE

Students may lodge three types of grievances:

1. Against a staff member
2. Against a student
3. Against the institution

In each of the above, the following procedure should be followed:

1. Against a staff member

Students are encouraged to first discuss the problem with the staff member concerned. However, if this is not possible, the student should report his/her grievance to the relevant Head of Department or Manager. Should the grievance be against the Head of Department or Manager, the student should report the grievance to that person's direct line manager.

The Head of Department/Manager/relevant line manager will investigate the charge with the staff member concerned.

Should there be any contradictions or unresolved disputes, a staff disciplinary hearing may be held.

At all times, it must be ensured that the student is not victimised, discriminated or disadvantaged in any way for laying a complaint or grievance.

Where necessary, the identity of the student may be kept confidential.

2. Against a student

The complainant should lodge his/her grievance with the Campus Director/Principal, Dean of Student Affairs or the Registrar.

The grievance will be investigated with the accused student.

Should the grievance be severe enough, or a serious breach of conduct according to the rules and regulations of PIHE, a disciplinary hearing may be held.

Refer to Annexure A: Notice to Attend a Disciplinary Hearing

Annexure B: Appeal Template

3. Against the institution

The student should lodge the complaint with the Dean of Students and the Registrar.

The complaint will be presented to the Management Committee of the institution.

After investigation, the outcome can be communicated as follows:

In writing to the individual complainant

In writing to the student body

Verbally through a student meeting