



TYPE: POLICY & PROCEDURE
SUBJECT: STUDENT COMPLAINTS, APPEALS & GRIEVANCES
REFERENCE: LWP12
DATE OF POLICY: 1 st October, 2020
LAST REVIEWED:
APPROVED BY: Board of Directors
POLICY
STUDENT COMPLAINTS, APPEALS & GRIEVANCES POLICY AND PROCEDURE
<p>A. POLICY & SCOPE</p> <p>Learning Works is committed to respect the dignity of the individual and seeks to respect and promote the principles of diversity and inclusion. Learning Works adopts a zero tolerance policy on matters related to aggression, harassment (physical and/or verbal), aggression and unfair discrimination.</p> <p>B. CONFIDENTIALITY</p> <p>All cases are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all cases.</p> <p>C. PROCEDURE</p> <p>A formal procedure is adopted by Learning Works and consists of the following process:</p>

1. The student and/or staff members logs in a formal, documented complaint to any member of Learning Works top management team of his/her trust.
2. A written report is forwarded directly to the head of academy. The latter evaluates the case and appoints an ad hoc board to investigate the case.
3. A formal hearing is scheduled by the ad hoc board within a maximum of 8 days of appointment. The ad hoc board calls in any individual they deem fit for the effective proceedings of the hearing.
4. Following the formal hearing, the ad hoc board formulates the required action/s and informs the head of Learning Works for the execution of the action/s required.

D. APPEALS

An appeal procedure allows the appellant to log a request on the basis of the decision taken by the ad hoc board. All appeals are investigated by the board of directors. The decision of the board of directors is final.

E. RECORD KEEPING

A documented record of all grievances and complaints are recorded at the administration office of Learning Works. A dedicated file is allocated, which will also contain recorded decisions taken by the ad hoc board and board of directors. All records are kept for a minimum period of six years.

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