



TYPE: Policy and Procedure	
SUBJECT: Student Grievances	REF: LWP13
DATE: 7 <sup>th</sup> September 2021	
LAST REVIEWED:	
APPROVED BY: Board of Directors	
<p>1. Introduction.</p> <p>1.1 A grievance is a formal difference or dispute between a student and a Learning Works employee about the interpretation and/or application of the institution's policies and procedures, or provision of services, by members of the institution that negatively affects the student. A grievance may be based on one of the following claims: failure to provide services, arbitrary and /or capricious actions by a Learning Works employee; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.</p> <p>1. 1.2 The purpose of the Student Grievance Policy and Procedure is to provide equitable and orderly processes to resolve grievances indicated by students. The institution aims to operate a fair and transparent student grievance procedure and students will not suffer any detriment when submitting a grievance.</p> <p>1.3 The student is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant individual, administrator, or office.</p> <p>2. POLICY &amp; 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>	

### 3. CONFIDENTIALITY

All cases are bound with full confidentiality and non-disclosure. Learning Works adopts a strict policy of confidentiality on all cases.

### 4. PROCEDURE

The institution's grievance process includes an informal resolution procedure as well as a procedure for a formal, written grievance. The institution expects the student to attempt an informal resolution before submitting a formal grievance.

At the informal resolution process the student should discuss the matter directly with the party involved and make a reasonable effort to resolve the issue. If this does not lead to resolution a formal procedure needs to be made consisting of the following process:

- a. A formal, written grievance is made to the Head of the Institution.
- b. Any formal grievance must be submitted by the student within 10 days after the service or decision is made. The student must state the nature of the grievance and the remedy s/he is seeking and describe any previous attempts to resolve the issue.
- c. The Head of Institution appoints an ad hoc board composed of the members of the IQA.
- d. The members of the IQA review the situation and provide a written response, including appeal information within 15 days of receiving the complaint, copying the tutor involved.

### 5. APPEALS

An appeal procedure (LWP14) allows the appellant to log a request based on the decision taken by the ad hoc board. Appeals are investigated by the Head of the Institution. The decision of the Head of Institution is final.

## 6. RECORD

A documented record of all complaints is kept 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 the Head of Institution. All records are kept for a minimum period of six years.

Charlo Bonnici  
CEO



## Student Grievances – Application Form

REFERENCE: LWP13b

This form is to be used by students requesting a formal hearing as outlined in the Student Grievance Policy and Procedures. A separate procedure is available for students filing a complaint. These procedures and forms may be found online at <http://www.learningworks.edu.mt>. This form, when completed, must be presented to the Administration Office of Learning Works, Triq I-Ljun, Qormi.

### Section A

#### Student Details

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
First Last

Phone: \_\_\_\_\_ Email \_\_\_\_\_

ID/Passport no: \_\_\_\_\_

### Section

#### Type of Grievance

Grievance against the grade/action of:

1. Name: \_\_\_\_\_
2. Course: \_\_\_\_\_
3. Is this grievance based on unlawful discrimination, harassment or retaliation?

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4. Is this a grade grievance? If yes, complete the following information:

Course: \_\_\_\_\_

Term/Year: \_\_\_\_\_

Grade Received: \_\_\_\_\_

5. If this is not a grade grievance, briefly state your complaint. (Attach additional sheets to this form as needed)

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6. Grounds for Academic Grievance (clerical error, prejudicial evaluation, discrimination or capricious evaluation) or grounds for Non-Academic Grievance. (Attach additional sheets to this form as needed)

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Section C

**An outline of the action you have taken so far:**

7. Have you attempted to resolve this matter with the institution?

Yes  No

8. If yes, with whom did you speak?

Name: \_\_\_\_\_

Mobile/Phone Number: \_\_\_\_\_

Title: \_\_\_\_\_

Date of Communication: \_\_\_\_\_

9. What were the results of this communication?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Section D

**Desired Outcome:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

Signature