

Policy: Student Concerns and Complaints

Policy Reference: C-GA-011

Version: 3

Person Responsible: Director of Quality, Measurement and Analysis

1. Policy Statement

Bahrain Polytechnic takes the concerns and complaints of its students, staff and public seriously, and is committed to dealing with them fairly and respectfully. Concerns and complaints may be raised by individuals if they feel their rights were violated by an internal entity at the polytechnic with an adverse behaviour or feel they were treated unfairly or if they feel their concerns are not addressed.

This policy aims at improving the quality in service provision in addition to creating and sustaining a positive learning environment to support learners' personal development and consequently academic achievements through their learning journey at the polytechnic.

2. Definitions:

Complainant: A person who has raised a formal complaint.

Complaint Form: a form that is used by Complaint Officer and independent investigator to report the formal complaints details.

Complaint Officer: An independent senior level employee who has been appointed by CEO to manage complaints' related enquiries and formal complaint cases as well as appointing the independent investigator. The Complaint Officer is currently the Director of Quality, Measurement and Analysis and Planning.

Complaint Register: a list with records of problems reported to Complaint Officer than contains details of the problem including date occurred, date resolved, Complainant information, **resolution**, and problem description. This list is managed by Complaint Officer and not accessible by all staff members.

Complaint: A problem that results in an individual's dissatisfaction escalated to the Complaint Officer where a formal review and investigation is required.

Concern Register: a list with records of students' problems reported to Student Welfare Manager/ Student Services Committee representative (Student Council) that contains details of the problem including date occurred, date resolved, complainant information, resolution, and problem description.

Concern: A minor problem that is raised and discussed informally with the Student Welfare Manager and resolved between the people directly involved.

Formal Complaint: a major problem that could not be resolved informally (*see Informal Complaint definition and procedure*) and where a formal review and investigation is required.

Independent Investigator: An independent senior level employee assigned by the Complaint Officer to undertake a formal investigation process in order to resolve the complaint.

Informal Complaint: is a minor problem that is raised, discussed and resolved informally, either self-managed by Complainant or with the involvement of the Student Welfare Manager/Student Council representative.

Issue: A minor problem that is raised, discussed and resolved informally. It is self-managed by individual where they take their problems directly to the relevant people.

Resolution: the action(s) or process of solving a problem

3. Application

People:

This policy applies to:

- Bahrain Polytechnic staff and students
- University of Bahrain staff and students on campus
- Bahrain Polytechnic visitors and students' parents

Processes:

This procedure covers complaints about unfair and/or actions or decisions perceived as disrespectful, as well as complaints about service dissatisfaction, privacy violation, perceived staff misconduct, bullying, discrimination, harassment and acts interpreted as sexual harassment

This policy/procedure excludes objections related to admission, academic integrity and honesty, enrolment, grading as they are covered under other policies.

4. External Requirements

This policy helps Bahrain Polytechnic meet the following external requirements::

- Cabinet Affairs
- Higher Education Council (HEC)
- Bahrain Civil Service Bureau Regulation
- Bahrain Laws
- Bahrain Polytechnic and University of Bahrain agreed arrangements regarding complaints within the campus.

5. What is Expected:

- Bahrain Polytechnic shall receive, acknowledge record and act upon all concerns and complaints in a fair and confidential manner, and shall make every effort to resolve all such matters to the satisfaction of all parties.
- Students and staff shall be made aware of the policy and procedures and their right to express and report dissatisfaction.
- All reported problems shall be fully investigated in a manner appropriate to the seriousness and complexity of the problem.
- Concerns/Complaints are resolved within the timescale agreed with each complainant. Where a timescale cannot be met, an explanation is provided and an extension agreed with the complainant.
- Quality of service provision shall be monitored and reported on regular basis for the purpose of providing better services to our stakeholders.
- In case of a formal complaint, an independent investigator shall be appointed by the Complaint Officer who shall:
 - o apply natural justice principles on the case and its evidence
 - o carry out the investigation in a confidential manner
 - o undertake the investigation in a timely manner
 - o determine the complaint outcome and specify policies breached ,if any
 - o recommend corrective actions to the Complaint Officer
- Complaints of a nature beyond the scope of this policy shall be resolved through the Legal Department and under the jurisdiction of Bahrain Laws and Regulations.

6. Related Documents

- Policy: Student Rights & Responsibilities A-AB-009

7. Key Dates

First Approved:	(1) 10 Jan 2010, (2) 15 February 2015 by SMT
This Version Approved:	(3) 22 November 2015 by SMT, 14 December 2015 by BoT
Next Review Date:	4 year from this version approval or as required