

# Complaints Procedures in IBS

## Contents

- I. Student Complaints ..... 2
  - 1. Rationale and guiding principles ..... 2
  - 2. Who can complain? ..... 2
  - 3. Definition ..... 2
  - 4. What complaints are not covered by the Student Complaints Procedure? ..... 3
  - 5. Sources of advice, information and support ..... 3
  - 8. Procedure ..... 4
- II. Applicant Appeals and Complaints ..... 7
  - 1. Rationale and guiding principles ..... 7
  - 2. Who can appeal? ..... 7
  - 3. Who can complain? ..... 7
  - 4. Sources of advice and information ..... 7
  - 5. Procedure ..... 8
    - 1. Informal Stage ..... 8
    - 2. Formal Stage ..... 8

# I. Student Complaints

## 1. Rationale and guiding principles

Providing a high quality student experience is one of the key priorities for IBS, and we make all reasonable efforts to ensure that we meet your expectations. However, despite the best intentions, it may happen that you feel dissatisfied with the services provided. In addition, you might have a safety concern, or you might witness inappropriate, offensive, harmful or discriminative behaviour by someone that you are in contact with as part of your IBS experience<sup>1</sup>. In all such cases, you should report your complaint or concern to an IBS staff member or to the Student Wellbeing Team, and you also have the right to file a complaint.

When dealing with complaints or concerns, IBS shall follow these principles:

1. We aim to investigate complaints in a timely, transparent and fair manner.
2. Formal complaints must be submitted using IBS' published processes and procedures.
3. Complaints and concerns that require particularly swift action will be identified quickly.
4. Each party to a complaint will be given an opportunity to present their case.
5. If there are allegations of a criminal offence, IBS will report it to the police and take appropriate internal action until the outcome of any criminal proceedings are known.
6. Complaints submitted to IBS are considered part of an internal IBS procedure.
7. All complaints and concerns will be treated with the utmost confidentiality as far as reasonably practicable. Whilst raising a complaint may be a stressful and emotional process, all parties involved in such a process are expected to act with courtesy, reasonably and fairly towards each other and treat the process with respectfully as well confidentially. Students who fail to do so or who otherwise act unacceptably may be subject to disciplinary action.
8. No student will ever be disadvantaged as a result of making a complaint.
9. Complaints discovered to have been made frivolously or maliciously will be terminated and disciplinary action may be taken.

## 2. Who can complain?

1. All active and passive students of IBS.
2. Students who have left or graduated from IBS, within 3 months of departure.
3. Group complaints must be handled by one student representing the group.
4. Anonymous complaints will not normally be considered unless there is a compelling reason
5. Complaints lodged by third parties will not be considered

## 3. Definition

For the purposes of this policy and its procedures, a “complaint” is defined as an expression of dissatisfaction by one or more students about an action/lack of action/conduct, or about the standard of service, care or support provided by IBS as an institution, or a member of Faculty, staff or student.

Reasons for the Complaint may include but are not limited to:

- Dissatisfaction with the standard of academic delivery or service/care provision (e.g. course design, curriculum content and structure, assessment arrangements and information, resources and facilities)
- Dissatisfaction with the quality of supervision or tuition;

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<sup>1</sup> see also: Safeguarding Policy, Policy on the responsible use of electronic devices, email and social media

- Issues of inappropriate conduct by a member of Faculty or Staff (including bullying, harassment, victimisation, discrimination or irregular/illegal actions)
- Issues of inappropriate conduct by a fellow student or group of fellow students (including bullying, harassment, victimisation, discrimination or irregular/illegal actions)
- Failure, on the part of IBS to meet stated obligations (e.g. those set out in the brochure, website or Contract of Education).

#### 4. What complaints are not covered by the Student Complaints Procedure?

Academic Appeals are considered different and outside of the scope of this Complaints Procedure. If you are seeking a review of a decision about student progression, assessment of academic work or grades, please refer to the appropriate sections of the Student Handbook (especially 4.3.8)

#### 5. Sources of advice, information and support

Before making a complaint, you may wish to seek advice from one of the following departments who can explain the procedure to you:

1. Your tutors and module leaders
2. Centre for Student Services
3. Wellbeing Team

Support is and will be available to any student or groups of students affected by a matter that falls under this policy, whether they decide to make a formal complaint or not, at all stages of the process below and regardless of the outcome of an investigation.

#### 6. Complaints which may result in a Criminal Offence

When a student makes a complaint which alleges that a member of faculty, staff or a student has engaged in conduct that may be a criminal offence, IBS will support the person making the complaint in reporting the matter to the police. IBS will support the person being reported as appropriate.

In cases where a matter is already reported to the police, or a member of faculty, staff or a student is subject to a police investigation, IBS will normally suspend its own complaint process until any criminal investigation is concluded. IBS may nevertheless take action even during the police investigation and/or criminal proceedings, especially if temporary protective action is warranted.

#### 7. Protective Temporary/Precautionary Actions

In cases where a student makes a complaint which alleges serious misconduct by a member of faculty, staff or student, IBS may consider undertaking temporary actions if it deems any of the following:

- risk of serious harm to the health, safety and/or welfare of the student (or other individual)
- risk of serious disruption to the student's learning, study and/or experience.

The measures (whether temporary or otherwise) which IBS may employ are included but not limited to:

1. allocating the student a different supervisor
2. changing the student's tutorial group; and/or
3. such other measures which IBS determines are necessary to mitigate a serious risk of harm posed to the student.

The temporary/precautionary measures imposed in order to mitigate serious risks posed by a member of faculty, staff or student do not constitute disciplinary actions themselves, do not indicate

misconduct, and they do not imply that the outcome of a Student Complaints Procedure has been pre-determined.

## 8. Procedure<sup>2</sup>

There are three stages to the Complaints Procedure and it is important that the complaint is raised promptly. Any student making a complaint must state clearly the nature and circumstances of the complaint and the desired resolution sought as the outcome of the complaint.

An informal resolution (Stage 1) can be reached at any point, and a complaint can also be withdrawn at any stage without any recrimination.

### 8.1 Informal Resolution

- 8.1.1 In most cases, it may be possible for issues to be addressed at an early stage by discussing them with the member of faculty, staff or student directly involved.
- 8.1.2 If you do not feel comfortable raising the issue with the person directly involved, then you may wish to discuss it with a member of the IBS Wellbeing team.
- 8.1.3 Complaints will be passed onto the Investigating Officer who will investigate and endeavour to resolve the complaint appropriately. The Investigating Officer has the discretion to explore various 'informal' avenues to resolve the complaint with the parties involved such as but not limited to:
  - Mediation between individuals/groups/parties
  - Discussing the matter with the individual(s) named in the complaint before any conclusions are reached.
  - Liaising with a senior member of staff for assistance/investigation/intervention
- 8.1.4 Issues must be raised within one month of taking place and the Investigating Officer will aim to resolve the issue, where practicable, within 2 weeks.
- 8.1.5 Any delay to this timing will be communicated to you by the Investigating Officer you have consulted.
- 8.1.6 You are advised to keep a record of any informal contact with staff.
- 8.1.7 Staff will keep a record of action taken in response.

### 8.2 Formal Stage

If your concerns remain unaddressed to your satisfaction after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you can lodge a formal complaint as follows:

- 8.2.1 The Student Complaints Form must be completed and submitted to [request@ibs-b.hu](mailto:request@ibs-b.hu), together with evidence that you have previously raised the issue informally. This must be done within 60 days of the event(s) happening), stating all facts and arguments, with any evidence and sent to the Investigating Officer. If the complaint is about the investigating officer, then you should write to the Rector.
- 8.2.2 The Investigating Officer (or their nominee) will check the eligibility of the complaint to ensure that the Student Complaints Procedure is applicable.

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<sup>2</sup> Complaints or concerns received from underage students or vulnerable adults will be processed according to the procedures laid down in Annex A of the Safeguarding Policy

- 8.2.3 You should state how you would like the matter to be resolved, whether you have tried to resolve the matter informally and why you are unhappy with the informal resolution (if applicable)

#### *Eligible complaints*

- 8.2.4 You will be provided with written acknowledgement of receipt of your complaint by the Student Support Manager within 3 days of submitting your form.
- 8.2.5 The complaint will be delegated to an appropriate member of staff for investigation.
- 8.2.6 The investigating officer will investigate your complaint and will have discretion to determine the most appropriate way in which to undertake the investigation.
- 8.2.7 As part of this investigation, the individual(s) named in the complaint have the right to be informed and to respond before any conclusions are reached. The individual(s) in question will be invited to submit a written statement and may be invited for an interview to discuss the complaint. The complainant may be provided access to the statement provided by the individual(s) in question and they will have access to the complainant's statements, if deemed necessary.
- 8.2.8 You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes. If you wish, a fellow student, legal representative or a member of staff may attend the meeting with you.
- 8.2.9 IBS seeks to resolve all formal complaints within one calendar month of receipt of the Student Complaints Form. Any delay to this timing will be communicated to you.
- 8.2.10 You will be notified of the outcome of the complaint by the Investigating Officer in a "Completion of Investigation" Letter, detailing the decision and an explanation for it and any remedial actions arising from that decision.
- 8.2.11 The decision of the Investigating Officer will be one of the following:
- That your complaint is justified
  - That your complaint is justified in part
  - That your complaint is not justified
- 8.2.12 Where your complaint is justified, and an individual(s) is deemed by IBS to have committed bullying, harassment, intimidation, victimisation or discrimination either wholly or in part, the investigating officer will normally determine one or more remedial actions. These may include:
- a) a formal apology from the perpetrator
  - b) remedial action to be taken by the relevant individual(s) or area(s)
  - c) termination of Contract with the perpetrator
  - d) requiring specified members of staff to undertake specific training and development
  - e) a review of the relevant University policy or procedure
  - f) a recommendation that a disciplinary process is initiated
  - g) any other appropriate remedy

A fine imposed on the perpetrator for breach of norms and/or a procedural fee to compensate IBS for the extra worktime spent on dealing with the issue.

#### *Ineligible complaints*

- 8.2.13 The Student Support Manager will explain the reasons of ineligibility and will direct you to the relevant procedure if applicable.
- 8.2.14 If a complaint is deemed ineligible by the Student Support Manager, the student has the right of appeal to the Rector.

8.2.15 Such appeals must be made in writing and sent to [request@ibs-b.hu](mailto:request@ibs-b.hu) within 14 days of the decision of the Student Support Manager.

8.2.16 The decision of the Rector will be final.

### 8.3 Review Stage

8.3.1 If you are unsatisfied with the outcome of the formal investigation into your complaint, you have the right to ask for a review of your case within 2 weeks of receiving your “Completion of Investigation” Letter.

8.3.2 You will need to complete the Student Complaints Request for Review Form and submit it to [request@ibs-b.hu](mailto:request@ibs-b.hu).

8.3.3 No new grounds may be raised but new evidence may be submitted.

8.3.4 You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes. If you wish, a fellow student or a member of staff may attend the meeting with you.

8.3.5 The Rector will review your case within one calendar month of receipt of the Student Complaints Request for Review Form. Any delay to this timing will be communicated to you.

8.3.6 The Rector may uphold, complement or overrule any previous decisions or information provided in response to your complaint.

8.3.7 You will be informed of the outcome by the Rector or nominee.

## II. Applicant Appeals and Complaints

### 1. Rationale and guiding principles

When dealing with applicant appeals and complaints, IBS shall follow these principles:

1. We aim to investigate appeals, complaints and concerns in a timely, transparent and fair manner.
2. Appeals, complaints and concerns that require particularly swift action will be identified quickly.
3. Each party to a complaint or concern will be given an opportunity to present their case.
4. If there are allegations of a criminal offence, IBS will report it to the police and take appropriate internal action until the outcome of any criminal proceedings are known.
5. All appeals, complaints and concerns will be treated with the utmost confidentiality as far as reasonably practicable.
6. No applicant will ever be disadvantaged as a result of making an appeal or complaint, or reporting a concern.

### 2. Who can appeal?

1. All applicants of IBS, within 3 months of the matter appealed.
2. An appeal is a formal request for the review and reconsideration of an outcome of an admissions decision if you feel that
  - a) IBS did not appropriately consider your application in accordance with published procedures.
  - b) Not all of the information provided in the application was taken into account.
  - c) New information has become available and you can provide a good reason for it not being disclosed earlier in the process.
  - d) There is evidence of discrimination or bias.
3. Anonymous appeals will not be considered.
4. Appeals lodged by third parties will not be considered.

### 3. Who can complain?

1. All applicants of IBS, within 3 months of the occurrence of the reason for complaint.
2. A complaint is an expression of concern or dissatisfaction with the services or conduct during the application process.
3. Anonymous complaints will not be considered.
4. Complaints lodged by third parties will not be considered.

### 4. Sources of advice and information

Before making a complaint, you may wish to seek advice from one of the following departments who can explain the procedure to you:

1. Centre for Marketing and Admissions
2. Student Support Manager

## 5. Procedure<sup>3</sup>

### 1. Informal Stage

- 1.1 In most cases, it may be possible for issues to be addressed at an early stage by discussing them with a member of staff at the Centre for Marketing and Admissions.
- 1.2 Issues must be raised within one month of taking place and the staff member will aim to resolve the issue, where practicable, within 2 weeks.
- 1.3 Any delay to this timing will be communicated to you by the staff member you have consulted.
- 1.4 You are advised to keep a record of any informal contact with staff.
- 1.5 Staff will keep a record of action taken in response.

### 2. Formal Stage

If your concerns remain unaddressed after the informal stage, or if resolution is not possible due to the complexity or seriousness of the case, you can lodge a formal complaint as follows:

- 2.1 The Applicant Appeals/Complaints Form must be completed and submitted to [request@ibs-b.hu](mailto:request@ibs-b.hu), together with evidence that you have previously raised the issue informally.
- 2.2 The Student Support Manager will check the eligibility of the complaint to ensure that the Student Complaints Procedure is applicable.

#### *Appeals*

- 2.3 You will be provided with written acknowledgement of receipt of your appeal by the Student Support Manager within 5 days of submitting your form.
- 2.4 The appeal will be delegated to the Head of Marketing and Admissions or nominee for investigation.
- 2.5 If your appeal is upheld, you will be informed of the outcome and the action taken.
- 2.6 If your appeal is not upheld, you will receive the reasons in writing.
- 2.7 IBS seeks to resolve all formal complaints within two weeks of receipt of the Applicant Appeals/Complaints Form.
- 2.8 Any delay to this timing will be communicated to you.

#### *Eligible complaints*

- 2.9 You will be provided with written acknowledgement of receipt of your complaint by the Student Support Manager within 5 days of submitting your form.
- 2.10 The complaint will be delegated to the Head of Marketing and Admissions or nominee for investigation.
- 2.11 You will be notified of the outcome by the Head of Marketing and Admission or nominee in a "Completion of Investigation" Letter, detailing the decision and an explanation for it.
- 2.12 IBS seeks to resolve all formal complaints within two weeks of receipt of the Applicant Appeals/Complaints Form. Any delay to this timing will be communicated to you.

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<sup>3</sup> Complaints or concerns received from underage applicants or vulnerable adults will be processed according to the procedures laid down in Annex A of the Safeguarding Policy



### *Ineligible complaints*

- 2.13 If a complaint is deemed ineligible by the Student Support Manager, the student has the right of appeal to the Rector.
- 2.14 Such appeals must be made in writing and sent to [request@ibs-b.hu](mailto:request@ibs-b.hu) within two weeks of the decision of the Student Support Manager.
- 2.15 The decision of the Rector will be final.

### 3. Review Stage

- 3.1 If you are unsatisfied with the outcome of the investigation into your appeal/complaint, you have the right to ask for a review of your case within 2 weeks of receiving the outcome.
- 3.2 You will need to complete the Applicant Request for Review Form and submit it to [request@ibs-b.hu](mailto:request@ibs-b.hu).
- 3.3 No new grounds may be raised but new evidence may be submitted.
- 3.4 You may be invited to a meeting to discuss the complaint where an administrator will be present to take notes. If you wish, a fellow student or a member of staff may attend the meeting with you.
- 3.5 The Rector will review your case within one calendar month. Any delay to this timing will be communicated to you.
- 3.6 The Rector may uphold, complement or overrule any previous decisions or information provided in response to your complaint.
- 3.7 You will be informed of the outcome by the Rector or nominee.

This Policy was adopted by the Senate in virtue of the resolution No. 13/2024 at the session held on 28 October 2024.

# Student Complaints Form

This form should be used along with the Student Complaints Procedure. If you have raised some concerns informally and they remain unaddressed, you can lodge a formal complaint using this form. If you need help or advice whilst completing this form, you should contact [studentsupport@ibs-b.hu](mailto:studentsupport@ibs-b.hu).

This form should be sent to [request@ibs-b.hu](mailto:request@ibs-b.hu).

*Please keep a copy of this form for your records, plus any material you submit.*

## YOUR DETAILS

Your name: .....

Programme/Year: .....

## EVIDENCE OF INFORMAL STAGE

I have raised this issue informally with .....

On [specify dates] .....

I have written confirmation of this from the member of staff and attach this.

I do not have written confirmation but give consent for you to contact the above named.

## COMPLAINT SUMMARY

## DESIRED OUTCOME

**What action would you like to see taken?**

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

**Signature:** .....

**Date:** .....

## Student Complaints – Request for Review Form

This form should be used along with the Student Complaints Procedure. If you are dissatisfied with the outcome of your formal complaint, you can request a review. If you need help or advice whilst completing this form, you should contact [studentsupport@ibs-b.hu](mailto:studentsupport@ibs-b.hu).

This form should be sent to [request@ibs-b.hu](mailto:request@ibs-b.hu).

*Please keep a copy of this form for your records, plus any material you submit.*

### YOUR DETAILS

Your name: .....

Programme/Year: .....

### COMPLAINT SUMMARY

**I remain dissatisfied because (please give reasons):**

### DESIRED OUTCOME

**What action would you like to see taken?**

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

**Signature:** .....

**Date:** .....

# Applicant Appeals/Complaints Form

This form should be used along with the Applicant Appeals/Complaints Procedure. If you have raised some concerns informally and they remain unaddressed, you can lodge a formal complaint using this form. If you need help or advice whilst completing this form, you should contact [studentsupport@ibs-b.hu](mailto:studentsupport@ibs-b.hu).

This form should be sent to [request@ibs-b.hu](mailto:request@ibs-b.hu).

*Please keep a copy of this form for your records, plus any material you submit.*

## YOUR DETAILS

Your name: .....

Date of birth: .....

## EVIDENCE OF INFORMAL STAGE

I have raised this issue informally with .....

On [specify dates] .....

I have written confirmation of this from the member of staff and attach this.

I do not have written confirmation but give consent for you to contact the above named.

## APPEAL/COMPLAINT SUMMARY

## DESIRED OUTCOME

**What action would you like to see taken?**

I declare that the above information is accurate. I confirm that details of this appeal/complaint can be shared with relevant staff.

**Signature:** .....

**Date:** .....

## Applicant Request for Review Form

This form should be used along with the Applicant Appeals/Complaints Procedure. If you are dissatisfied with the outcome of your formal appeal/complaint, you can request a review. If you need help or advice whilst completing this form, you should contact [studentsupport@ibs-b.hu](mailto:studentsupport@ibs-b.hu).

This form should be sent to [request@ibs-b.hu](mailto:request@ibs-b.hu).

*Please keep a copy of this form for your records, plus any material you submit.*

### YOUR DETAILS

Your name: .....

Date of birth: .....

### COMPLAINT SUMMARY

**I remain dissatisfied because (please give reasons):**

### DESIRED OUTCOME

**What action would you like to see taken?**

I declare that the above information is accurate. I confirm that details of this complaint can be shared with relevant staff.

**Signature:** .....

**Date:** .....