



International Luxury Academy.

STUDENT COMPLAINTS POLICY AND PROCEDURES

1. Introduction
iLA is committed to providing a high-quality educational experience for all students. We recognize that, from time to time, students may have concerns or complaints regarding various aspects of their educational experience. This document outlines the policy and procedure for addressing student complaints at iLA to ensure they are handled fairly, transparently, and promptly.
2. Scope
This policy applies to all students enrolled at iLA. Complaints may pertain to, but are not limited to, academic matters, administrative services, facilities, and student support services. This policy does not cover matters that fall under specific academic appeal processes or disciplinary procedures.
3. Principles
The complaints procedure is guided by the following principles: <ul style="list-style-type: none">▪ Fairness: All complaints will be handled impartially and objectively.▪ Transparency: Students will be informed about the process and outcomes at each stage.▪ Confidentiality: Complaints will be treated with confidentiality, involving only those necessary to address the issue.▪ Promptness: Complaints will be addressed in a timely manner.▪ Support: Students can seek advice and support from student services throughout the process.
4. Informal Resolution
4.1 Step 1: Direct Resolution <p>Students are encouraged to resolve issues informally by discussing them directly with the individual(s) involved. Many complaints can be resolved quickly and effectively in this manner.</p> 4.2 Step 2: Mediation <p>If direct resolution is not possible or unsuccessful, students may request mediation. Mediation involves a neutral third party who facilitates a discussion between the parties to reach a mutually acceptable solution.</p>
5. Formal Complaints Procedure

If informal resolution is not possible or fails to resolve the issue, students may proceed with the formal complaints procedure.

5.1 Step 1: Submission of Complaint

- **Form:** Complaints must be submitted in writing using the Student Complaint Form available on the iLA website.
- **Details:** The complaint should include a clear description of the issue, relevant dates, and any supporting evidence.
- **Submission:** The completed form should be submitted to the Student Services Office.

5.2 Step 2: Acknowledgment

The Student Services Office will acknowledge receipt of the complaint within five working days and will provide an outline of the next steps and an estimated timeline for resolution.

5.3 Step 3: Investigation

Assigning an Investigator: An impartial investigator will be assigned to review the complaint.

Investigation Process: The investigator will gather relevant information, which may include interviewing the complainant, respondents, and witnesses.

Report: A report summarizing the findings and recommended actions will be prepared.

5.4 Step 4: Resolution

- **Outcome:** The Student Services Office will communicate the outcome of the investigation to the complainant in writing, including any steps to be taken to resolve the issue.
- **Appeal:** If the complainant is dissatisfied with the outcome, they may appeal the decision within ten working days.

6. Appeals

6.1 Submission

- **Form:** Appeals must be submitted in writing using the Student Complaint Appeal Form.
- **Details:** The appeal should specify the grounds for the appeal and any new evidence.
- **Submission:** The completed form should be submitted to the Appeals Committee.

6.2 Review

- **Appeals Committee:** An Appeals Committee will review the appeal. This committee will not include individuals involved in the initial investigation.
- **Outcome:** The committee will issue a final decision within fifteen working days. This decision is final and binding.

7. Monitoring and Review

The effectiveness of the Student Complaints Policy and Procedure will be monitored annually by the Student Services Office. Feedback from students and staff will be used to improve the process continuously.

8. Contact Information

For further assistance, students can contact:
Student Services Office
admin@internationalluxuryacademy.com

Effective Date: 21.08.2024

Approved By: Ivana Conte, Creative & Academic Director

This document is intended to ensure that student complaints are addressed in a fair and consistent manner, providing a clear pathway for resolution and improvement of student experiences at iLA.

International Luxury Academy Academic Registrar August 2024