



Graduate School

POLICY DOCUMENT ON STUDENT COMPLAINTS AND APPEALS

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1. INTRODUCTION

The IMM Graduate School is committed to providing a high quality student experience.

However, it is recognised that students will sometimes become dissatisfied with a service we have provided or failed to provide. We know that there may be disagreement regarding decisions or how the regulations have been applied.

To this effect, The IMM Graduate School differentiates between **Complaints** and **Appeals**. Details regarding the definitions, resolution processes, examples and escalation process relating to complaints and appeals are provided below.

2. DEFINITIONS

Definitions and terms used in this policy manual:-

Term	Definition
Appeal	We regard an appeal as a formal request by a student for the IMM Graduate School to review a decision which was taken or to review the outcome of a specific process.
Appellant	A student who has raised an appeal with the IMM Graduate School.
Complaint	We regard a complaint as any expression of dissatisfaction about our action or lack of action, or the standard of service provided by us or on our behalf.
Resolution process	The resolution process provides guidelines in terms of the difference between the processes to be followed between <i>complaints</i> and <i>appeals</i>
The IMM Graduate School	Means the IMM Graduate School of Marketing (PTY) Ltd

3. REGISTRATION STATUS

The IMM Graduate School of Marketing is a private company with company registration number 1998/024327/07.

The IMM Graduate School of Marketing Ltd is registered as a private higher education institution with the Department of Higher Education and Training (DHET) under the Higher Education Act, 1997 (reg. no. 2007/HE07/007). The IMM Graduate School is structured and functions in terms of the Higher Education Act, 1997 (reg. no. 2007/HE07/007).

Further information regarding the IMM Graduate School can be found on the IMM Graduate School website www.immgsm.ac.za.

4. STRUCTURE OF THE IMM GRADUATE SCHOOL

The structure of the Academic Board is set out in the Student Yearbook of the IMM Graduate School.

5. CEO

The CEO of the IMM Graduate School functions in terms of the stipulations set out by the Board of the IMM Graduate School.

6. RESOLUTION PROCESS

Complaints

- It is recommended that students first contact the specific individual or department most directly connected with the issue at hand. This initial attempt to resolve the matter is referred to as an *Initial Resolution*.
- In the event that the *Initial Resolution* does not resolve the complaint, then the student may engage in a *Formal Resolution* where a student must complete a [Formal Resolution Request Form](#). The [Formal Resolution Request Form](#) will be reviewed by the Head: Student Affairs Department and the Office of the Registrar.

Appeals

- A student may appeal to the IMM Graduate School to review an assignment or final assessment result. The relevant application forms are available on the IMM Graduate School website - www.immgsm.ac.za
- A student may appeal to the IMM Graduate School to review the outcome of a disciplinary process. The student must complete the appeal documentation which was made available during the disciplinary process and email this to appeal@imgsm.ac.za.
- A student may appeal to the IMM Graduate School to review the outcome of a decision which either did not follow the *procedures* or *outcomes* as per an IMM Graduate School policy.

7. EXAMPLES

Examples of **complaints** may include:

- The quality and standard of any service we provide
- Our failure to provide a service
- Our failure to follow the appropriate administrative process
- An application of the regulations
- The quality of your learning experience
- Unfair treatment
- Inappropriate behaviour by a student or staff member
- Dissatisfaction with published policies

Examples of **appeals** may include:

- Assignment Result Appeal
- Final Assessment Result Appeal
- Disciplinary Process Appeal
- A decision which did not follow the prescribed *procedures* within a policy
- A decision which did not follow the prescribed *outcomes* within a policy

8. ESCALATION PROCESS

- **Complaints**

- In the event that a complaint is not resolved to the satisfaction of a student, then the student must complete a [Formal Resolution Request Form](#) which will be reviewed by the Student Affairs Department as well as the Office of the Registrar.

- **Appeals**

- **First Appeal** – Where a student has appealed to the IMM Graduate School to have a decision reviewed as per the above guidelines, then this is regarded as a First Appeal. The Appeal Request Form is available via helpme@immgsm.ac.za
- **Second Appeal** - Should the student is not be satisfied with the outcome of a First Appeal, then a student may raise a Second Appeal. Second Appeals are reviewed by the Head: Student Affairs and the Office of the Registrar. The Appeal Request Form is available via helpme@immgsm.ac.za
- **Final Appeal** - Where a student is not satisfied with the outcome of the Second Appeal, then a student may raise a Final Appeal. Final Appeals are reviewed by the Academic Board. The Appeal Request Form is available via helpme@immgsm.ac.za
- **External Appeal** – Where a student has appealed to the Academic Board, and the student is not satisfied with the outcome of the Final Appeal, then the student may raise the matter with the Department of Higher Education and Training (DHET). The contact details for the DHET is available from helpme@immgsm.ac.za. The DHET will require the student to provide full details of all the escalation processes as detailed above, prior to the DHET reviewing the student complaint.

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