

AIMS COLLEGE OF BUSINESS AND IT
(PVT) LTD

COMPLAINTS POLICY



Students' opinions are integral to the supervision and improvement of all aspects of our operations at AIMS.

The opinions of students are solicited through a variety of channels but AIMS believes that students should have the option to file a formal complaint regarding any aspect of its operations.

What is the scope of the procedure?

The regulations are intended to address situations in which a student has a serious complaint about:

- the delivery of a program in which he or she is enrolled that cannot be resolved through informal processes;
- a service provided by AIMS that cannot be resolved through informal processes.

What is excluded from the procedure?

Note that the Complaints Procedure does not apply to the following categories, for which there are separate procedures:

- appeals against the decisions of Assessment Boards;
- appeals against the decisions of the Extenuation Panel;
- appeals against decisions taken under disciplinary proceedings
- complaints about businesses operating at AIMS' premises, but not owned by AIMS
- complaints about the conduct of other students

Please note that objections regarding matters of academic judgment are not permitted.

You may desire to contact the Information Service; however, the deadlines outlined in this policy must be adhered to; do not procrastinate dealing with your complaint while awaiting any other appointment. Students' Complaints and Grievances Committee can be reached at scgc@aimscollege.edu.lk

For additional information regarding AIMS Complaints Procedure and its various stages, please refer the following:

Prior to your complaint

Before submitting a formal complaint, students are encouraged to consider whether there are alternative, more appropriate channels for expressing their concerns. Examples include program committees, module evaluation questionnaires, and discussions with the module or program leader.

If you resolve to file a complaint – Stage 1

Complaints should typically be filed within one month of the event that prompted the complaint, or, if a series of events prompted the complaint, within one month of the concluding event in the series.

Prior to escalating a complaint to the next phase of the procedure, students are expected to exhaust all available options for resolution.

The initial phase of the procedure must be completed before a complaint can advance. When submitting a complaint to a member of staff, you must submit a written letter. Sign this form jointly if you have reached an agreement that resolves your complaint and requires action, or if a resolution cannot be reached. At the conclusion of the informal stage, the student will receive a written response to his/her complaint that either:

- details the proposed resolution; or
- if no resolution has been proposed, explains why none has been proposed.

Initial complaint document

A summary of Stage 2 procedure

Each stage of the process should be exhausted prior to continuing to the next; however, matters of a particularly grave or delicate nature may be escalated to Stage 2 when necessary. This will be assessed by the Students' Complaints & Grievances Committee and only granted in exceptional, certified circumstances.

Include evidence to support your Stage 2 complaint, such as manuals, regulations and email correspondence.

Additional information

Before submitting a complaint, a detailed explanation of the Complaints Procedure is required. Please ensure that your Stage 1 - Formal letter of complaint specifies your desired outcome for your complaint.