



# Course Participants' Grievance Policy and Procedures

Version 1.1

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## 1. Introduction

1.1. The Institute for Education (IfE) is an academic community committed to fostering intellectual inquiry in a climate of academic freedom and integrity. Its academic members are expected to uphold these principles and to exhibit tolerance and respect for others. Accordingly, the IfE condemns all forms of misconduct and works incessantly to assure that its course participants are accorded tolerance, dignity and respect. Any course participant undertaking a course, who believes that he or she is a victim of misconduct, may make use of these mediation and grievance procedures.

## 2. Categories of Grievances

2.1 Course participant grievance complaints generally fall under the following categories:

- Equal Opportunities Act complaints: a claim that alleges any actions prohibited by [Equal Opportunities Act](#) of 2000, Chapter 413.
- Harassment complaints: a claim that alleges any instance of abuse, ill-treatment, or exploitation involving the irresponsible, unjust misuse of a position of authority, power, or trust, bullying, victimization, unfair discrimination based on gender, religion, sexual orientation, age, race and disability and aggression, including physical and psychological.
- Other grievances not described above.

## 3 Procedures

### 3.1 Equal Opportunities Act (EOA) complaints

- 3.1.1 All EOA complaints shall be submitted via the [Complaints Form](#).
- 3.1.2 The complaint must be filed within ten (10) calendar days after the complainant becomes aware of the alleged violation.
- 3.1.3 The Student Affairs Committee will conduct an informal investigation, affording all interested persons and their representatives with notice and an opportunity to be heard and to submit relevant information.
- 3.1.4 A written decision on the complaint and a description of the proposed resolution, if any, will be issued by the Student Affairs Committee by no later than fifteen (15) days after the complaint's submission.
- 3.1.5 The Student Affairs Committee will, subject to the IfE procedures and any applicable laws or regulations, maintain the files and records relating to the complaint.

- 3.1.6 If the course participant wishes to appeal to the Student Affairs Committee's written determination or proposed resolution, the course participant may appeal as per the [Appeals Policy and Procedures](#).

### **3.2 Discrimination and Harassment Grievance**

- 3.2.1 All incidents of harassment based on a course participant's sex, gender, gender identity or expression or sexual orientation will be resolved through the [Sexual Harassment Policy and Procedures](#).
- 3.2.2 Incidents of harassment based on a course participant's race, colour, national origin, disability, religion, age, veteran status or any other characteristic protected by law will be resolved through the [Course Participant Conduct Policy and Procedures](#) (if the alleged harasser is a course participant) or in accordance with IfE's personnel policies (if the alleged harasser is an academic member or staff).
- 3.2.3 A course participant may also request emotional support through the Manager Student Affairs and or the Counselling Services of the IfE. by sending an email to [ife.admissions@ilearn.edu.mt](mailto:ife.admissions@ilearn.edu.mt).
- 3.2.4 Non-Retaliation: It is a violation of the IfE policy to retaliate in any way against course participants because they have raised allegations of discrimination or unlawful harassment.

### **3.2 Other Alleged Grievances**

- 3.3.1 The IfE may, at its discretion, permit a course participant to submit a grievance for problems other than those described above. A request must be submitted by the course participant to the Student Affairs Committee within thirty (30) business days after the last event giving rise to the alleged violation. If the request is granted, the IfE will decide upon the appropriate process to govern its resolution.

## **4 Course participant's responsibility regarding provision of data**

- 4.1. All course participants who make use of the [Grievance Policy and Procedure](#), are advised that the IfE shall take disciplinary procedures against those who present false evidence and / or make false declarations throughout any stage of this procedure.

## 5 Relevant documents

- [Appeals Policy and Procedures](#)
- [Complaints Form](#)
- [Course Participant Conduct Policy and Procedures](#)
- [Equal Opportunities Act](#)
- [Sexual Harassment Policy and Procedures](#)

## 6 Version history

Originator	Version	Date	Changes Done
QA Dept.	1.0	14/02/2017	Initial Release
QA Dept.	1.1	15/03/2021	Updates to Procedures