


Title:	Grievance Policy and procedure for students		
Policy No.: 06Q	Version No.: 1		
Document author: Sophia Pope	Document owner(s): DOS		
Approval date: 21/03/2025	Approved by: DOS, Director		
Next Revision:	Not later than 24 months from issue date		

Purpose

The purpose of this policy is to outline the policy and procedures available to students in instances of grievances, complaints.

Scope

This policy applies to all students, management.

Policy/values

As a multicultural English language school, we celebrate the diversity of our student body and are committed to fostering a respectful, inclusive environment. Our community brings together individuals from a wide range of cultures, languages, identities, and worldviews. This diversity, including differences in race, religion, sexual orientation, and gender identity, enriches our learning environment and contributes to a dynamic educational experience for all.

This grievances procedure ensures that every student feels empowered to express any concerns and can do so with the assurance of fairness, transparency, and respect. We understand that cultural and personal differences can sometimes lead to misunderstandings, and we are committed to resolving issues in a way that respects each individual's unique background and identity.

All complaints will be taken seriously, handled with sensitivity, and addressed with a commitment to confidentiality and impartiality. By providing this formal grievance procedure, we aim to create a space where everyone feels respected and valued, ensuring that students have a safe and supportive avenue for resolving any issues that may arise.

For more information about grievances procedures, students can consult the student handbook.


Procedures

1. Informal Resolution

- Students are encouraged to first try to resolve any issues informally by discussing them directly with the staff member, teacher, or student involved.
- If the student feels comfortable, they may also bring the issue to the attention of their teacher or Director of Studies
- Many issues can often be resolved quickly through open dialogue.

2. Filing a Formal Grievance

- If the issue is not resolved informally or the student prefers a formal approach, they may

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submit a written grievance.

- Submission: Grievances should be submitted to the Director of Studies via email at dos@patricksenGLISH.com. Where this is not appropriate or the complaint pertains to the director of Studies directly, the Director can be emailed at director@patricksenGLISH.com
- The grievance should include details such as:
 - Date of the incident
 - Description of the issue or complaint
 - Names of any individuals involved
 - Any previous actions taken to address the issue
 - Desired outcome or resolution (if applicable)

3. Acknowledgment of Grievance


- The Directors will acknowledge receipt of the grievance within 48 hours.
- The acknowledgment will include an outline of the grievance procedure and expected Timelines.

4. Investigation and Response

- Investigation: The Director of Studies or Director will conduct a fair and thorough investigation, which may include:
 - Interviewing the complainant and any involved parties
 - Reviewing relevant documents or evidence
- Confidentiality: All discussions will be confidential, and information will only be shared as necessary.
- Response: A formal response will be provided to the student within 5 working days, detailing the investigation outcome and any actions to be taken.

5. Response and Actions to be Taken

- After investigating the grievance, the Grievance Officer will determine an appropriate response based on the severity and nature of the issue.
- Actions may include, but are not limited to:
 - **Verbal Warning:** For minor infractions or first-time incidents, a verbal warning may be issued to the individual involved.
 - **Written Warning:** In cases of repeated issues or moderate misconduct, a written warning will be given. This will be added to the individual's record and may impact their future standing within the school.
 - **Suspension or Expulsion:** For serious or repeated violations of school policies, the individual may be temporarily suspended or permanently expelled from the school. This action will be taken if behavior significantly disrupts the school

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environment, endangers others, or violates any core policy.

- **Report to Garda:** In cases involving illegal activity, threats, violence, harassment, or other severe offenses, the school may involve law enforcement (Garda). This step is taken with utmost care and respect for the affected parties.

6. Appeal Process

- If the student is not satisfied with the outcome, they may appeal within 3 working days of receiving the decision.
- The appeal should outline the reason for dissatisfaction and any additional relevant information.
- **Appeal Review:** The appeal will be reviewed by both the Director of Studies and International Director.
- A final decision will be communicated within 5 working days of receiving the appeal.

7. Further Support

- Students may bring an interpreter of their choice, whether they are a member of the school's community and staff or not, to any initial or appeals meetings to speak on their behalf. The school will also be able to arrange for an interpreter on the student's behalf.
- Students may also seek external assistance from educational advisors or ombudsman services, such as the Irish Council for International Students (ICOS) if they feel their grievance has not been addressed fairly. They can be found at www.internationalstudents.ie/

8. Records of all grievances, investigations, and outcomes will be maintained securely for future reference.