

Complaints, Appeals & Grievances Policies

Complaints Procedure Policy

1. Purpose

To provide a fair and transparent process for resolving complaints about university services or conduct.

2. Scope

Applies to all students, staff, and external stakeholders.

3. Policy Statement

PSBU encourages informal resolution wherever possible. Formal complaints must be submitted in writing and will be addressed promptly, fairly, and without victimisation.

4. Responsibilities

- The Complaints Officer logs and tracks all cases.
- Reports are reviewed by the Rector's Office annually.

Academic Appeals Policy

1. Purpose

To enable students to appeal academic decisions they believe were made unfairly or contrary to policy.

2. Scope

Covers appeals relating to grades, progression, or disciplinary decisions.

3. Policy Statement

Appeals must be based on procedural error, bias, or new evidence. They must be submitted within 10 working days of notification.

4. Responsibilities

- The Academic Appeals Committee reviews cases impartially.
- Decisions are final within the internal process.

