

Student Complaints and Grievances Policy

Purpose:

To ensure that students have a fair and transparent process for raising concerns or complaints.

Policy Statement:

PSBU is committed to resolving student complaints promptly, fairly, and without prejudice.

Procedures:

- Informal resolution should be sought first with the relevant staff member.
- If unresolved, a formal written complaint may be submitted to the Dean.
- Appeals may be directed to the Rector.

Review:

Reviewed biennially by the Quality Assurance Office.

Next review date: 20th August 2028