**Student grievance procedure for The Iver Make-up Academy**

We would encourage students to attempt to resolve all grievances in the first instance through discussion with their course tutors.  We always welcome feedback and in our experience any problems can nearly always be resolved through discussion.  However, any student wishing to submit a formal complaint should follow our grievance procedure, set out below (informal resolution should remain an option at every stage).

**Grievance procedure**

Students should put their complaint in writing and address is to The Principal at The Iver Make-up Academy.  Receipt of the written complaint will be acknowledged within 10 working days. We will notify any members of staff concerned, and invite them and other witnesses to respond within 21 days.  Any relevant parties will then be invited to a discussion of the issue.  Present will be the Principal of The Iver Make-up Academy (assuming the Principal is not the subject of the complaint), the Manager of The Iver Make-up Academy and an appropriate external person, probably a senior make-up artist from the industry or an independent solicitor as well as the parties concerned.  Student or staff members may each be accompanied by a friend, who will witness the hearing being conducted in a fair and appropriate manner.

An outcome which states whether the grievance is upheld or not will be agreed by the Principal, the Manager and external person within 60 days of the first complaint. If the outcome is that there has been a deficiency either in teaching standards or course content/administration, provision will be made for further tuition to remedy the alleged deficiency and/or reimbursement of a portion of the fees.

Further complaints can be directed through the British Accreditation Council website

<https://www.the-bac.org/bac-complaints-procedure/>