

Students may occasionally consider that elements in their training, formation or vocational discernment have not been appropriately handled. Possible elements include:

- a) teaching and assessment on **modules taught by the University of Exeter or the College of St Mark and St John**. Questions about the appropriateness of the modules and systems provided by these institutions should be addressed in writing to the relevant Board of Studies of the institution concerned. These questions are best forwarded through the relevant SWMTC Director of Studies. Individual grievances against these institutions are governed by the grievance procedures of the institution concerned, details of which are posted on their website.
- b) discernment and support from **the sponsoring denomination**. Recourse in the first instance is through the Director of Training (URC), the Diocesan Director of Ordinands (Anglican), or the Oversight Committee (Methodist). Every Methodist student has the right to address the Oversight Committee if they consider this is necessary to make their concerns heard.
- c) Lastly, the complaint may be against some aspect of **the teaching, assessment, discernment and support within SWMTC itself**.
 1. *Concerns about the modules*. All general questions as to the modules and systems of the Course should be addressed to the core staff through the review sessions held at every residential event, through the evaluation forms provided for every SWMTC module, through the Staff-student Committee which meets twice a year, and, if necessary, via the student representatives on the SWMTC Board of Studies (academic issues), or the student representatives on the Council (general issues of governance).
 2. *The procedure on reporting, and the provision for students to question the content of reports*, is set out in a separate document.
 3. *Individual complaints relating to issues of disability, or sexual or racial harassment*, are covered by separate policies, which set out in more detail how these complaints will be addressed.
 4. *Complaints against individual members of staff* should be addressed in writing to the Principal in the first instance. The Principal will meet with the complainant to investigate the complaint, address the matter with the staff member concerned (if appropriate), and inform the complainant of the outcome. If the complainant is not satisfied that the complaint has been dealt with, the matter may be referred in writing to the Chair of Council, with a copy sent to the Principal indicating the reason for referring the matter on. He/she will meet with the student concerned, investigate the complaint, and report his/her conclusions to the Principal, the student, and

- to the reserved business section of the next available Council meeting. There will be no further appeal from the decision of the Chair of Council.
5. *Complaints against the Principal* should go in writing directly to the Chair of Council. He/she will meet with the student concerned, investigate the complaint, and report his/her conclusions to the Principal, the student, and to the reserved business section of the next available Council meeting. If the student is not satisfied with the response of the Chair of Council, he/she should notify the Chair of Council in writing of his/her grounds of appeal. On such appeal the Chair shall refer the matter to one of the other Directors of SWMTC, who will convene a small panel of non-staff members of the Council to resolve the matter. The panel shall report to the next available Council meeting, and shall communicate their decision to the student in writing. There will be no further appeal from the decision of the panel. If the complaint is upheld, the Chair of Council shall meet with the student concerned to inform him/her of the action to be taken. If the action includes disciplinary measures against a staff member, these will be taken in accordance with the procedures in the Staff Handbook.
 6. The final case to consider is *where a student considers that they have been unfairly treated by the core staff as a body*. In such a case the student may complain in writing to the Chair of Council. He/she will meet with the student concerned, investigate the complaint, and report his/her conclusions to the Principal, the student, and to the reserved business section of the next available Council meeting. If the student is not satisfied with the response of the Chair of Council, he/she should notify the Chair of Council in writing of his/her grounds of appeal. On such appeal the Chair shall refer the matter to one of the other Directors of SWMTC, who will convene a small panel of non-staff members of the Council to resolve the matter. The panel shall report to the next available Council meeting, and shall communicate their decision to the student in writing. There will be no further appeal from the decision of the panel. If the complaint is upheld, the Chair of Council shall meet with the student concerned to inform him/her of the action to be taken. If the action includes disciplinary measures against a staff member, these will be taken in accordance with the procedures in the Staff Handbook.

Vexatious complaints

Complaints of all kinds will be taken seriously by the Course. Although SWMTC does not wish in any way to deter students from voicing legitimate concerns, nevertheless the potential consequences of mischievous or malicious complaints against anyone could be extremely serious. SWMTC therefore seeks to be fair to all concerned in such circumstances. It should therefore be noted that if it is adjudged by the Council that a member of staff has been mischievously subjected to a

complaints procedure, disciplinary action may be taken against the person(s) making the complaint.