



# **POLICY DOCUMENT ON STUDENT COMPLAINTS AND GRIEVANCES**

# TABLE OF CONTENTS

1. INTRODUCTION
2. DEFINITIONS
3. REGISTRATION STATUS
4. STRUCTURE OF THE IMM GRADUATE SCHOOL
5. COMMITTEES of the ACADEMIC BOARD
6. CEO
7. TYPES OF COMPLAINTS AND GRIEVANCES AND THE APPEAL PROCESS
  - 7.1 Assignment Results Appeal
  - 7.2 Academic queries – Postgraduate
  - 7.3 Academic queries – Undergraduate
  - 7.4 Appeal Hearing Request
  - 7.5 Course time limit
  - 7.6 Examination Result Appeal
  - 7.7 Extensions for submission of assignments
  - 7.8 Maximum Rewrites Appeal
  - 7.9 Right of Admission Appeal
  - 7.10 Script Viewing Appeal
  - 7.11 Other grievances/complaints
8. FEES

## 1. INTRODUCTION

The Policy on student complaints and grievances gives students the right to appeal about decisions handed down by the IMM Graduate School.

This manual informs appellants of the procedural and other requirements with which a request must accompany the complaint or grievance.

Appeal Application forms are available from the IMM Graduate School's website [www.immgsm.ac.za](http://www.immgsm.ac.za) or on the student's portal.

Should you have any further queries about the appeal process at the IMM Graduate School, do not hesitate to contact the National Registrar.

## 2. DEFINITIONS

Definitions and terms used in this policy manual:-

Term	Definition
Appellant	Means a student who has appealed against the decision of the IMM Graduate School
Fees	Refers to amounts payable: <ul style="list-style-type: none"><li>• <b>Application fee:</b> fee payable for processing of the appeal</li></ul>
The IMM Graduate School	Means the IMM Graduate School of Marketing (PTY) Ltd
Appeal	Where the term appeal is used this refers to any complaints or grievances lodged by students

## 3. REGISTRATION STATUS

The IMM Graduate School of Marketing is a private company with company registration number 1998/024327/07.

The IMM Graduate School of Marketing Ltd is registered as a distance learning education institution with the Department of Higher Education and Training (DHET) as a private higher education and training institution under the Higher Education Act, 1997 (reg. no. 2007/HE07/007). The IMM Graduate School is structured and functions in terms of the Higher Education Act, 1997 (reg. no. 2007/HE07/007).

Further information regarding the IMM Graduate School can be found on the IMM Graduate School website [www.immgsm.ac.za](http://www.immgsm.ac.za)

## 4. STRUCTURE OF THE IMM GRADUATE SCHOOL

The structure of the Academic Board is set out in the Yearbook of the IMM Graduate School.

## **5. COMMITTEES OF THE ACADEMIC BOARD**

Committees of the Academic Board are governed by the regulations as stipulated by the Academic Board. These include some of the following:

- Teaching and Learning Committee;
- Academic Executive Committee; and
- Textbook Committee

## **6. CEO**

The CEO of the IMM Graduate School functions in terms of the stipulations set out by the Board of the IMM Group.

## **7. TYPES OF COMPLAINTS AND GRIEVANCES AND THE APPEAL PROCESS:**

### **7.1 Assignment Results Appeal**

If a student wishes to appeal against an assignment result, they are entitled to do so by means of a written request to the examination department of the IMM Graduate School. A Result Appeal application form as well as a detailed explanation of the reason for the appeal can be sent to [exams@immgsm.ac.za](mailto:exams@immgsm.ac.za).

### **7.2 Academic queries – Postgraduate**

Questions/complaints of an academic nature for Postgraduate programmes may be addressed to [academic-pg@immgsm.ac.za](mailto:academic-pg@immgsm.ac.za).

### **7.3 Academic queries – Undergraduate**

Questions/complaints of an academic nature for Undergraduate programmes may be addressed to [academic-ug@immgsm.ac.za](mailto:academic-ug@immgsm.ac.za).

### **7.4 Appeal Hearing Request**

In the event of a guilty finding for a plagiarism inquiry or examination transgression the student has the right to appeal against the finding and the sanction. The Student Appeal Hearing Request form must be sent to [appeal@immgsm.ac.za](mailto:appeal@immgsm.ac.za).

### **7.5 Course time limit**

A student who has reached their course time limit may apply for an extension if they have a maximum of 2 modules to complete. The application must be made in writing to the National Registrar on e-mail to [nr@immgsm.ac.za](mailto:nr@immgsm.ac.za) within 3 months after their time frame has expired. Only 2 extensions may be given, with a maximum additional period of 12 months.

### **7.6 Examination Result Appeal**

If a student wishes to appeal against an examination result, they are entitled to do so by means of a written request to the examination department of the IMM Graduate School. A Result Appeal application form as well as a detailed explanation of the reason for the appeal must be sent to [exams@immgsm.ac.za](mailto:exams@immgsm.ac.za).

### **7.7 Extensions for submission of assignments**

Extensions will only be granted in exceptional circumstances, such as serious medical problems or recent death of a close family member. A student must apply for an extension in writing, prior to assignment submission date, and needs to submit certified documentary evidence, a medical certificate from the attending doctor or death certificate, to support the request. A hospital admission form will not suffice. The doctor's certificate must state the reason for the extension. Occupational commitments and extra-curricular activities are not accepted as grounds for granting extensions - students are expected to plan ahead and schedule their workload accordingly. In considering an extension application, the IMM Graduate School will need to consider the fairness of the process with regard to other students who completed their assignments on time. The IMM Graduate School reserves the right to refuse an extension. An extension will only be granted for a maximum period of fourteen (14) days after the due date.

### **7.8 Maximum Rewrites Appeal**

The IMM Graduate School will allow a student to fail any module five times only. If a module has been failed 3 and 4 times a warning message will reflect on the student's portal. For the fifth attempt, a student may request, in writing, to write the module for a FINAL time. This must be sent to the Dean of Faculty, [academic@immgsm.ac.za](mailto:academic@immgsm.ac.za). If a student does not successfully pass after the fifth time, they will not be permitted to write again.

### **7.9 Right of Admission Appeal**

The Academic Board determines the admission of a student to the IMM Graduate School. Applicants who have applied for admission and satisfy the minimum requirements of access, but who have been refused, may request written reasons for such refusal from the Dean of Faculty via e-mail to [academic@immgsm.ac.za](mailto:academic@immgsm.ac.za).

### **7.10 Script Viewing Appeal**

A student may only request an examination script viewing after they have received their result from a Result Appeal for an examination. The Script Viewing Application form must be sent to [appeal@immgsm.ac.za](mailto:appeal@immgsm.ac.za). Assignments are returned to students or can be requested by sending an e-mail to [assignments@immgsm.ac.za](mailto:assignments@immgsm.ac.za).

### **7.11 Other grievances/complaints**

All other grievances or complaints must be sent by e-mail to [appeal@immgsm.ac.za](mailto:appeal@immgsm.ac.za).

## **8. FEES**

A fee structure which includes fees for Assignment Result Appeals or Examination Result Appeals can be found in the IMM Graduate School's Prospectus of the IMM Graduate School's website [www.immgsm.ac.za](http://www.immgsm.ac.za).

Closing dates and release dates of appeals can be found in the Prospectus or on the Calendar of Events.