



The Berne Institute Student Complaints and Academic Appeals Policy and Procedure

Complaints

The Berne Institute is committed to ensuring that all students have opportunities to raise concerns informally and receive responses in a timely way.

Students who have questions about administration, housekeeping, or other practical matters are invited to raise these issues at the regular Demos meetings, or through the elected student representatives, at one of the twice yearly Boards of Studies meetings.

Informal process

A student may also raise issues in connection with the teaching or organisation of The Berne Institute, about matters related to UKCP standards or requirements in relation to ethical or professional issues, or about academic standards in relation to Middlesex University. In such cases the student is invited to discuss the problem directly with the member of staff, trainer or supervisor involved. If this discussion does not satisfactorily resolve the complaint then a meeting will be convened between the student, the Director, a member of the Quality Assurance team or the Academic Registrar to discuss and resolve the complaint.

Formal process

If the issue remains unresolved the complaint will be referred to The Berne Institute's Ethics Committee, and the External Examiner, External Moderator or the Supervisor, will be involved as appropriate.

If the issue remains unresolved and concerns UKCP standards and requirements, the student may wish to take the complaint to the UKATA Ethics Committee or the UKATA Professional Practice Committee.

www.psychotherapy.org.uk

www.uktransactionalanalysis.co.uk

If the issue remains unresolved and concerns the role of Middlesex University or academic standards the student may wish to take the issue through the complaints procedure of Middlesex University.

The internal complaints procedure of The Berne Institute must have been followed and fully exhausted before the Middlesex University "Complaints in relation to collaborative partner institutions" www.mdx.ac.uk/regulations can be invoked.

Academic Appeals

The University Regulations are available at www.mdx.ac.uk/regulations. You should be familiar in particular with Section G (Appeal Regulations and Procedures). The Berne Institute has to act in accordance with these procedures in the case of a student appeal.

The Berne Institute Quality Manager will be responsible for convening meetings, writing minutes and managing the process.