

GRIEVANCE PROCEDURES

Students who believe they have been unjustly treated or have a serious complaint may access the Academy's grievance procedures.

If the complaint relates to assessment and examinations, credit, recognition of prior learning, course transfer, minimum course component, timetables and other academic matters see [Grievance Procedures: Academic Matters](#).

For complaints arising from issues including fees and charges, student loans, enrolment, scholarships, graduation, student discipline including sexual harassment, Academy staff or personal information, see [Grievance Procedures: Non-Academic Matters](#).

Full, downloadable copies of both procedures are available on the Academy's public website, in the [Assurances section](#).