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## STUDENT VOICE POLICY

### 1 INTRODUCTION

1.2 This policy sets out BARBRI's (the "**Company**") student voice principles. The Company understands it has a responsibility to conduct its affairs in a responsible manner. The Company is committed to transparency and accountability as promoted by safeguarding and welfare principles. In line with this commitment, the Company invites students who have serious concerns regarding malpractice within the Company, through the activities of staff or otherwise, to voice those concerns. Students can do this with the knowledge that their action will be received in good faith.

### 2 AIMS

2.2 This policy aims to empower students to raise concerns that are in the public interest. The Company wants to actively encourage students to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate. Students can report incidents using the procedure set out in the bullying and harassment policy and procedure documents.

2.3 The Company endeavours to ensure that all reports will be treated with the utmost care and will remain confidential unless legislation dictates otherwise.

2.4 Where an incident is reported, the Company endeavours to notify all relevant parties e.g., the police, emergency services etc. The Company will also direct students to external services that would be helpful to them in each situation.

2.5 The policy is in place to reassure students that they can raise genuine concerns without fear of reprisals, even if the concerns turn out to be mistaken.

### 3 REPORTABLE INCIDENTS

3.2 The following list includes examples of incidents or situations that a student may become aware of that raise concerns. If a student witnesses or suspects any of the situations listed below, they should report the incident or suspected incident to the Company or, where appropriate, the police. This list is intended to expand on prohibited behaviour in the Company's bullying and harassment policy and procedure documents, the Company's student conduct and misconduct documents, and the Company's safeguarding and welfare policy:

3.2.1 any criminal offence which has been committed, is being committed or is likely to be committed;

3.2.2 any person who has failed, is failing or is likely to fail to uphold legal obligations / duties they are bound by;

3.2.3 the health and safety of an individual who has been, is being or is likely to be in danger;

3.2.4 serious or dangerous incompetence; and

3.2.5 any attempts to conceal any of the actions above or listed in other Company policies.

#### **4. COMPLAINTS PROCEDURE**

- 4.1 Informal resolution will be promoted in as many cases as possible. It is generally in the interests of all parties to resolve any concerns expeditiously and without the need to escalate to a formal complaint.
- 4.2 BARBRI's Complaint Procedure comprises of three stages:
- 4.2.1 Stage 1: an informal approach with emphasis on conciliation and local resolution;
- 4.2.2 Stage 2: a formal procedure which may include mediation; and
- 4.2.3 Stage 3: a request for a review of stages 1 and 2.
- 4.3 If the complainant wishes to make a formal complaint, this must be done in writing to the Student Services Team at UKStudentComplaints@barbri.com, using the Complaints form. The full Complaints Procedure is available through the Student handbook.
- 4.4 The complaint should include all details of the misconduct, including any relevant evidence.
- 4.5 Within 7 days a member of BARBRI Student Services Team will respond to a student to acknowledge receipt of their Complaint and advise any member(s) of Staff concerned, through their line manager and in writing, that a Complaint has been received and the substance of that Complaint.
- 4.6 If a student has not taken steps to address the issue informally, the BARBRI Student Services Team representative may advise this as a first course of action and offer a referral into Stage 1 of this Procedure or support in facilitating mediation where appropriate. Should either of these approaches be deemed inappropriate or inconclusive, a formal investigation of the complaint should take place with a view to determining the facts and the credibility or otherwise of the allegation.

#### **5. CONFIDENTIALITY**

- 5.1 All individuals involved in the procedures referred to above should maintain absolute confidentiality on the subject. Confidentiality will be maintained unless there are restrictions in the legislation or requirements for certain situations to be reported.

#### **6. PROTECTION FOR STUDENTS RAISING CONCERNS**

- 6.1 Individuals who raise genuine concerns in good faith, will not be subjected to any detriment because of such action, even if they turn out to be mistaken. Detriment includes disciplinary action or victimisation.
- 6.2 If a student believes that they have suffered detrimental treatment because they raised concerns under this policy, they should raise the matter under the Complaints Policy.
- 6.3 Any person who victimises or retaliates against those who have raised concerns under this policy will be subject to disciplinary action.

#### **7. EMERGENCY**

- 7.1 Please note if there is immediate risk to people or property, or a crime is being committed, 999 should always be dialled immediately. If a crime has or may have been committed, the police should be contacted on 101.