



**Westfield House**  
**30 Huntingdon Road**  
**Cambridge CB3 0HH**  
**United Kingdom**  
**Tel: +44 (0) 1223 354 331**  
**Fax: +44 (0) 1223 355 265**  
[www.westfieldhouse.org.uk](http://www.westfieldhouse.org.uk)

---

## Westfield House Complaints and Grievance Procedures

### 1. ELCE Grievance procedure

*NB The ELCE Grievance procedure may be utilised by any Westfield House employee or student (in which case all references to 'employee' also apply to 'student' and to 'employer' also apply to Westfield House).*

It is ELCE policy to ensure that any employee with a grievance has access to a procedure, which can lead to a speedy resolution of the grievance in a fair manner.

Most routine complaints and grievances are best resolved informally in discussion with your immediate line manager (or, for students, with the Westfield House Preceptor).

Where the grievance cannot be resolved informally it will be dealt with under the following procedure that complies with the statutory standard three-step grievance procedure.

#### ***The Standard Grievance Procedure***

##### ***Step 1: Employee gives written statement of grievance***

You must put your grievance in a written statement of grievance and send a copy to the Chairman (Preceptor). Where the grievance is against the line manager the matter should be raised with a more senior manager if there is one.

##### ***Step 2: Meeting is held and employer informs employee of the outcome***

The employer will invite you to attend a meeting to discuss the grievance. The meeting will only take place once you have informed the employer of the basis for the grievance you have set out in your written statement, and the employer has had a reasonable opportunity to consider what response to make. You must take all reasonable steps to attend the meeting.

After the meeting the employer must inform you of the decision taken in response to the grievance and notify you of your right to appeal if you are not satisfied with the employer's decision. You must appeal to complete the statutory procedure.

---

Westfield House is the House of Theological Studies of the Evangelical Lutheran Church of England (ELCE) which is a registered charity in England and Wales (registered number 220466) and in Scotland, via ELCE Trust Ltd (registered number SC041204).

Registered Office: 28 Huntingdon Road, Cambridge CB3 0HH, England, UK.

### *Step 3: Appeal if necessary*

If you wish to appeal you must inform the employer. The employer will then invite you to attend another meeting. You must take all reasonable steps to attend. If reasonably practicable, a more senior manager who has not been involved in the grievance procedure so far will deal with the appeal. After the meeting the employer must inform you of the decision taken.

### **The Modified Grievance Procedure**

The Modified Grievance Procedure will apply in relation to your grievance only if:

- you no longer work for the employer
- you have agreed with your employer in writing that it will apply
- you raised it before you left, but the standard procedure wasn't completed, or you didn't raise it until after you left

There are two steps within the Modified Grievance Procedure:

#### *Step 1: Employee gives written statement of grievance*

You must put your grievance in a written statement and send a copy to the employer.

#### *Step 2: Employer gives written response*

The employer must write back to you giving his response to the points you have raised.

### **Principles Applicable to the Standard and Modified Grievance Procedure**

1. Each step in the grievance procedure should be carried out without unreasonable delay. The times and locations of meetings should be reasonable.
2. Meetings must be conducted in a way that allows both parties to explain their case.
3. Records should be kept detailing the nature of the grievance raised, the employer's response, any action taken and the reasons for it. These records should be kept confidential.
4. You have the right to be accompanied to the hearing by a fellow employee.
5. There are some cases in which the statutory procedure does not have to be followed or does not have to be followed in full, for example where your grievance is about the fact the employer intends to dismiss you. In these cases, the employer will not necessarily follow the statutory procedures set out above.

If you want to seek resolution of a grievance you must contact the Chairman:

Revd Jon Ehlers, Chairman, ELCE

**Postal Address:** 227 Poverest Road, Petts Wood, Kent BR5 1RD

**Telephone:** 016898 22340

**Email:** [jon.ehlers@christlutheranchurch.org.uk](mailto:jon.ehlers@christlutheranchurch.org.uk)

## **2. BAC complaints procedure**

The information below has been taken from the BAC Accreditation Handbook, © 2015 (<http://www.the-bac.org/wp-content/uploads/2015/09/BAC-Accreditation-Handbook.pdf> )

---

Westfield House is the House of Theological Studies of the Evangelical Lutheran Church of England (ELCE) which is a registered charity in England and Wales (registered number 220466) and in Scotland, via ELCE Trust Ltd (registered number SC041204).

Registered Office: 28 Huntingdon Road, Cambridge CB3 0HH, England, UK.

All accredited institutions must have in place an explicit and fair complaints procedure to which students, their parents/guardians or other representatives have access, and this procedure should be exhausted before a complaint is referred to BAC.

### **Complaints by students against a BAC-accredited institution**

If a student or his/her representative has completed the institution's own complaints procedure but has still not achieved a satisfactory resolution, the following should be submitted to BAC:

- A detailed letter of complaint, including a full description of the cause for complaint and the circumstances in which it arose.
- A signed statement authorising BAC to investigate the complaint and to raise the matter with the institution on his/her behalf.
- Copies of all supporting documentation relating to the complaint. A complaints pack with more detail is available to download from the BAC website. BAC staff will seek to resolve all complaints received against accredited institutions to the mutual satisfaction of the complainant and the institution, with the exception of complaints which appear to relate to offences more appropriately referred to a statutory authority.

### ***What BAC can do***

When BAC receives a complaint from a student or his/her representative against an accredited institution, the following procedure applies:

- BAC requests evidence to support the complaint; and
- BAC requests evidence to show that the complainant has exhausted the institution's complaints procedure.

Only if the above evidence is received, will the procedure below be followed:

- The details of the complaint will be recorded by BAC staff.
- BAC will collate the relevant documentation.
- The institution concerned will be informed of the nature of the complaint and asked to investigate its cause.
- The institution will be required to submit a written response within ten working days, detailing the outcome of its investigation and, where appropriate, proposing a course of action to resolve the matter.
- BAC will inform the complainant of the outcome of the institution's investigation and any proposed course of action.
- BAC will, with the agreement of both the complainant and the institution, make reasonable attempts to mediate between the two parties in order to resolve the matter.
- BAC may make recommendations for resolving the matter but these will not be binding on either party.

If, after BAC's attempts, the matter remains unresolved, a report on the complaint will be made to the Accreditation Committee. A report will also be made to the Accreditation Committee if more than three complaints against any one institution are received in any one year. If a complaint is received against an institution which BAC does not accredit, BAC will ascertain whether or not the institution is accredited by another recognised accrediting body. If it is, BAC will redirect the complainant to that other body. Any new

---

Westfield House is the House of Theological Studies of the Evangelical Lutheran Church of England (ELCE) which is a registered charity in England and Wales (registered number 220466) and in Scotland, via ELCE Trust Ltd (registered number SC041204).

Registered Office: 28 Huntingdon Road, Cambridge CB3 0HH, England, UK.

or outstanding complaint against an institution whose accreditation has been withdrawn by BAC, or which withdrew voluntarily from accreditation, will be similarly redirected should the institution later be awarded accreditation by another recognised accrediting body.

### ***The role of the Accreditation Committee***

If the Accreditation Committee (or a delegated sub-committee of its members) receives a report on a complaint against an accredited institution, it will assess whether or not there is evidence that the standards required for accreditation are not being met and it may make one of the following decisions:

- To dismiss the complaint.
- To require further investigation by BAC of the complaint which may include an unannounced spot check at the institution's expense.
- To require the institution to undertake remedial or compensatory action where it is considered to have failed to meet its responsibilities or uphold the standards of accreditation; if the institution refuses to undertake such action, its accreditation may be suspended or withdrawn.
- To require an immediate spot check, supplementary inspection or reaccreditation inspection at the institution's expense where there is evidence that the minimum standards required for accreditation are not being met; if the institution refuses to submit to the inspection, its accreditation may be suspended or withdrawn.
- To suspend or withdraw accreditation; this decision is normally made only where the report of the complaint indicates that the institution has refused to cooperate with BAC's investigation, that it has refused to take any required remedial or compensatory action, or that there is convincing evidence of illegal behaviour by its senior management or any other serious breach of BAC's regulations..

BAC will notify the complainant and the institution in writing of the Accreditation Committee's decision.

### ***What BAC cannot do***

BAC cannot consider complaints under the following circumstances:

- Where the complainant has failed, without good reason, to make use of the institution's own complaints procedure.
- Where the complainant fails to provide evidence to support the complaint.
- Where the institution is not currently accredited by BAC, although recently accredited institutions will be contacted if possible.
- Where the substance of the complaint is not relevant to BAC's regulations or accreditation standards.
- Where the complaint is made anonymously or solely by telephone or email; complaints must be made in writing and accompanied by the complainant's name, address and signature.
- Where the complaint relates to a refund claim but is not accompanied by legible proof of payment in the form of a receipt; copies of bank statements are not sufficient.
- Where the complaint is already subject to a legal process.
- Where the complaint relates to a contractual dispute between the institution and an employee or employees.
- Where the complainant before enrolment has failed, without good reason, to establish that the content of a course is of value to him or her and that the awarding body is appropriately recognised. recognised.

---

Westfield House is the House of Theological Studies of the Evangelical Lutheran Church of England (ELCE) which is a registered charity in England and Wales (registered number 220466) and in Scotland, via ELCE Trust Ltd (registered number SC041204).

Registered Office: 28 Huntingdon Road, Cambridge CB3 0HH, England, UK.

Further details of BAC's student complaints procedures can be found on the BAC website.

**BAC Contact Details:**

**Postal Address:** 14 Devonshire Square, London EC2M 4YT

**Telephone:** (UK) 0300 330 1400

**Fax:** (UK) 0300 330 1401

**Email:** [info@the-bac.org](mailto:info@the-bac.org)

**Web:** [www.the-bac.org](http://www.the-bac.org)

### **3. Procedure for University of London Student Complaints and Academic Appeals**

The University of London Complaints Procedure can be found at:

<http://www.londoninternational.ac.uk/sites/default/files/complaints-procedure.pdf>

### **4. Cambridge Theological Federation Complaints Procedure and Student Protection Plan**

In addition to following Westfield House's own policies, students on courses through the Cambridge Theological Federation need to follow Federation policies and procedures. Copies of these policies, including the complaints procedure and the student protection plan, can be found on the Federation's website at [www.theofed.cam.ac.uk/policies-and-procedures](http://www.theofed.cam.ac.uk/policies-and-procedures).

---

Westfield House is the House of Theological Studies of the Evangelical Lutheran Church of England (ELCE) which is a registered charity in England and Wales (registered number 220466) and in Scotland, via ELCE Trust Ltd (registered number SC041204).

Registered Office: 28 Huntingdon Road, Cambridge CB3 0HH, England, UK.