

COMPLAINTS & GRIEVANCES FORM

01 / Submission & personal details

Complete electronically or print clearly. Save your completed PDF and email it with relevant attachments to registrar@ibss.edu.eu. A completed PDF is an official alternative to the online form; an ordinary email alone does not replace the form.

Fields marked * are required where applicable. For anonymous reports, leave personal and representative details blank. If you need assistance, contact the Registrar. This form is not monitored continuously and is not an emergency service.

How are you submitting? Select one.☐ In my own name☐ On behalf of another person☐ Anonymously**Details of the person whose complaint this is****Full name****Email address for correspondence****Telephone number (include country code)****Country of residence (optional)****Nationality (optional, if relevant)**

For a named submission, provide an email address or telephone number so IBSS can respond. Email is the standard correspondence method.

Representative details - complete only if acting for someone else**Representative full name****Representative email****Representative telephone****Relationship to the person concerned****Authority to act: written authorisation / legal authority / other**

Attach signed and dated written authorisation identifying both parties, the complaint covered and whether the representative may receive correspondence and the outcome. If relying on legal authority, explain it above. IBSS may verify authority before sharing personal case information.

For submissions on behalf of another person, the relationship and programme details below concern the person represented. Anonymous reporters may leave identifying reference numbers blank.

Relationship to IBSS * - select the closest match

- | | |
|---|--|
| ☐ Prospective student (interested) | ☐ Applicant (application submitted) |
| ☐ Current student | ☐ Former student (did not graduate) |
| ☐ Graduate / alumni | ☐ Partner / agent / organisation |
| ☐ Teacher / lecturer | ☐ Other IBSS staff member |
| ☐ External person (no formal relationship) | ☐ Other |

If other, please specify

Programme, course, department or organisation involved

Student / application reference (if applicable)

Issue details

Brief title or summary of your concern *

Areas involved * - select all that apply

- | | |
|---|--|
| ☐ Admissions / application | ☐ Fees / payments / refunds |
| ☐ Teaching / programme delivery | ☐ Assessment / grades / decisions |
| ☐ Student services / administration | ☐ Staff or student behaviour |
| ☐ Discrimination / harassment / bullying | ☐ Privacy / personal information |
| ☐ Partnership / agent-related issue | ☐ Other |

If other, please specify

When? Dates or approximate period *

Where? Location / online channel *

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03 / Written statement

Explain what happened in your own words, in chronological order where possible. Include relevant communications, actions or decisions and why the matter requires a response. Distinguish what you witnessed from information received from others.

Full written statement *

If you attach a detailed PDF statement, still provide a clear summary here. Use a separate continuation document if you need more space. Text that scrolls beyond a field may not appear when printed.

Who was involved, and what was their role? *

If names or roles are unknown, state this. Provide only information relevant to the concern.

Current situation *

☐ Issue is ongoing ☐ Issue has ended ☐ Unsure

Immediate or continuing safety risk? *

☐ Yes ☐ No ☐ Unsure

If there is a safety risk, describe it in your statement. Seek appropriate emergency assistance if necessary rather than waiting for a response to this form.

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04 / Impact, resolution & previous steps

Describe the effect of the issue and the outcome you are seeking. You do not need to have attempted informal resolution before submitting a serious concern.

How has the issue affected you or the person concerned? *

What outcome or resolution are you seeking? *

Have you already raised this concern with anyone at IBSS? *

☐ Yes

☐ No

If yes: whom did you contact, when, and what response did you receive?

Is the same matter in formal external proceedings? *

☐ Yes

☐ No

☐ Unsure

If yes: organisation, current stage and case reference (if available)

Contacting an external organisation does not, by itself, cause IBSS to reject a complaint. IBSS may adjust or pause relevant parts of its review where necessary because of formal external proceedings and will explain any changes.

Attach relevant PDFs or images to the email containing this completed form. List the attachments below. Avoid unrelated personal information, CPR numbers, identity documents and unnecessary medical records. Contact the Registrar to arrange secure submission of sensitive evidence.

What evidence is available? * - select all that apply

- | | |
|---|--|
| ☐ Emails / messages | ☐ Letters / documents |
| ☐ Payment records | ☐ Screenshots / photographs |
| ☐ Separate written statement | ☐ Witness information |
| ☐ Other | ☐ No evidence currently available |

Attachment filenames and what each document shows**Witnesses or people with relevant information (if any)**

Names or roles where relevant. Do not include private contact details unless necessary and appropriate.

Confirmation

- ☐ I confirm that the information is accurate to the best of my knowledge. *

Name / typed confirmation (unless anonymous)**Date *****Privacy policy**

For information about how IBSS handles personal information, please see our privacy policy:

<https://ibss.edu.eu/privacy-policy/>

What happens next?

IBSS aims to acknowledge receipt within five working days and provide an outcome within 20 working days. Working days exclude weekends, Danish public holidays and official IBSS closure periods, including scheduled Christmas, Easter and summer closures. IBSS will explain any further delay and give a revised response date.

Before sending

Save and reopen the PDF to check your answers, then email it with evidence and any authorisation to registrar@ibss.edu.eu. Subject: IBSS Complaint - [brief title]. If printing, check all text is visible before scanning.