

## **COMPLAINTS PROCEDURE STUDENTS AND MEMBERS OF THE PUBLIC**

The University is committed to providing a high quality educational experience and services for its students and for members of the public. At the same time, it recognizes that there may be instances when they may feel dissatisfied with teaching and learning, facilities and other services provided.

Dissatisfaction might include

- how students or staff have or have not acted;
- unreasonable behavior;
- non-compliance with or inconsistent application of rules and procedures;
- unsatisfactory level of service.

It is expected that students/members of the public and staff will make all reasonable efforts to resolve matters fairly and amicably before using the Complaints Procedure.

In dealing with complaints, the University will:

- comply with the law and relevant policies, procedures, or operating guidelines in effect in the University;
- refer complaints which are upheld to other procedures (for example, Disciplinary);
- deal with the complaint in a timely manner according to the procedure. Please note that complaints should be made as early as possible; however, the University may consider at its own discretion complaints made after three months;
- ensure that the complainants do not suffer any disadvantage or recrimination as a result of making a complaint in good faith;
- protect staff and students from malicious or frivolous complaints which may result in disciplinary action;
- respect confidentiality and privacy. However, it may be necessary to disclose information in order to deal with the complaint and in such circumstances the parties involved will be informed;
- offer the opportunity to the parties to be accompanied by a non-legal person, for example, classmate, during any meeting related to the complaint;
- provide advice about the procedure from the Quality Assurance and Management Office.

This procedure will not deal with:

- appeals against academic assessment and progress decisions;
- anonymous complaints, which will be kept on record but not dealt with.

The University also has a Student Ombudsperson to whom students may also address issues.

Steps in the Procedure

Initial, informal action

Approach the person directly involved, another member of staff, or the Dean/Director/Head so that every effort can be made to resolve the issue without recourse to further stages of the procedure.

Written complaint

Complete the Complaint Form which is available from the Departmental Administrator or from the University webpage. Give relevant details about the issue(s) and include what solution(s) you are seeking. Submit this complaint to the Quality Assurance and Management Office, who will acknowledge your complaint within three (3) working days. They refer this complaint to the appropriate Dean/Director/Head. In cases where the Dean/Director/Head is the subject of the complaint or has been involved in the initial stage, the Quality Office identifies an appropriate person to investigate.

The Dean/Director/Head investigates the matter and makes every effort to resolve the issue within ten working days of the date of acknowledgement. He/she is responsible for keeping records and sending a written response to all parties.

Appeal

If you are not satisfied with the response to the written complaint, you should notify the Quality Assurance and Management Office in writing within ten (10) working days of receipt of the written response. This is reviewed by the Rector for final decision and written response to all parties within ten (10) working days of receipt of the appeal.

Archiving

Complaints are archived by the Quality Assurance and Management Office and a general, summary report is provided annually for consideration.

Approved by: The Rector

### Student Complaint Form

- Please read the Complaints Procedure before proceeding.
- Please complete this form and send it to the Quality Assurance and Management Office ([quality@seeu.edu.mk](mailto:quality@seeu.edu.mk)).
- Please include any additional documentation or evidence as appropriate.
- If preferred, please print this and deliver it to the Office, marked CONFIDENTIAL.

Name:

Surname:

Campus:

Contact number or email:

For students -

ID number

Faculty:

Programme:

Study Year and Cycle:

Details of complaint:

Previous actions taken to resolve the complaint:

Proposal(s) for resolving the complaint:

Signature:

Date:

**For Office use**

Date of receipt:

Investigator:

Resolution:

Date report sent to all parties:

Signature:

Date: