

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	



ROYTEC

STUDENT COMPLAINTS PROCEDURE

Introduction:

This procedure provides students with available options to resolve a complaint. The institution will provide guidance and support to resolve the complaint as fairly, promptly and efficiently as possible. The Appeals Committee may preside over formal complaints made by students.

Guiding Principles:

In the event that a student is dissatisfied with the following:

- a programme of study for which they are registered;
- a service provided by UWI-ROYTEC;
- a staff, faculty member or service provider employed by UWI-ROYTEC; and
- a registered UWI-ROYTEC student

The institution through the Committee for the Hearing of Student Matters (CHSM) will seek to:

- a) resolve the matter at the earliest possible opportunity
- b) investigate fairly
- c) ensure the process is unbiased.

In order to achieve the above, the institution expects that the student would have fulfilled their responsibility to alleviate the matter and raised the problem as soon as it occurred.

Where a complaint is made by student(s) against another student(s) of the institution, the CHSM will determine if proceeding with such an investigation is needed to maintain good order for the teaching and learning environment and not simply a case of personality clashes. The institution has a right to focus on the corrective process rather than one based solely on punitive measures.

G20SSPE003	Student Services	Revision #4

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	

Where a complaint is allegedly a criminal offence, the institution may refer the matter to the police and suspend all proceedings until the outcome of such proceedings become known.

It is expected that all parties involved in the complaint will observe the highest level of confidentiality until the closure of the matter.

Procedure:

Stage 1 – Informal complaint:

1. Students should attempt to resolve the matter with the person in question in the first instance. The student may seek advice from the UWI-ROYTEC Student Council Executive or the Student Counsellors to help resolve the matter.
2. Students may also seek advice from any member of staff or Faculty.
3. This stage is usually an oral process or via email if face-to-face contact is not possible. It is expected that the majority of complaints can be resolved this way.
4. Where a student is unable to resolve informally, then the formal procedure is initiated.

Stage 2 – Formal Complaint (Part A):

5. Students are to lodge their complaint in writing using the relevant form. This is submitted to the UWI-ROYTEC Student Services Department not later than 14 days after the informal attempt was made.

Note: Concerns / evidence expressed anonymously would not be investigated.

6. The student should keep a copy of the complaint and any other documentation (evidence) submitted for their own records.
7. Student Services prepares and dispatches a written acknowledgement of the complaint within 5 (five) working days including notifying parties of the complaint.
8. The Manager Student Services (MSS) will initiate an investigation and contact the parties associated with the Complaint for the purpose of resolving the issue/s as identified in the Complaint Form.

G20SSPE003	Student Services	Revision #4

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	

9. The MSS will submit the final investigation report to the Director, Student Affairs for review before notifying the student of the proposed resolution.
10. The MSS will communicate via letter to the student advising of the proposed resolution for the complaint.
11. The student is expected to acknowledge receipt of the resolution and indicate their acceptance; if the student is dissatisfied with the outcome they may submit an appeal via email to studentservices@roytec.edu within ten (10) days of receipt of the letter.
12. It is expected that this stage of the process would be completed within 30 calendar days.

Stage 2 – Formal Complaint (Part B):

13. The Manager Student Services (MSS) will inform the Secretary of the Committee of the Hearing of Student Matters upon receipt of any appeal to a formal complaint along with documentation related to the complaint.
14. The CHSM Chair will advise of a hearing date within 10 days of receipt of complaint.
15. Any person/s against whom a complaint is made will be informed of the complaint by the Secretary of the CHSM, and parties allowed to comment or provide evidence of their own toward the investigation within three (3) working days before the hearing.
16. The Committee may request further investigation/s and reconvene the hearing/s necessary with all complainants and parties associated with the Complaint for the purpose of bringing closure to the matters identified in the Complaint Form.
17. The Committee will review all evidence provided. The complainants are required to attend the hearing and may present any new and relevant evidence that for good and verifiable reasons was not available prior to the hearing.
18. The student(s) are not allowed to have a representative attend on their behalf. Where witnesses or representatives are requested to attend alongside the student, these names are to be submitted to the Secretary no later than three (3) working days prior to the sitting of the Committee. Note where any party associated with the complaint in question is absent, the proceeding will be carried out using the material evidence on hand at the time of the hearing.
19. The CHSM will communicate via letter/email to the student advising of the decision within 3 working days of the hearing.

G20SSPE003	Student Services	Revision #4

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	

20. The student is expected to acknowledge receipt of the resolution. The decision of the committee is final.

21. It is expected that this final stage of the process would be completed within 15 working days.

Note: This committee does not convene for the purpose of grade queries or review of marking.

G20SSPE003	Student Services	Revision #4

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	

NOTICE OF COMPLAINT All Sections Must Be Completed by the Complainant	
1.	Surname: First name:
2.	Student Identification Number:
3.	Student Telephone Number:
4.	Mailing Address:
5.	Programme of Study:
6.	Have you taken any informal action or spoken to anyone prior to filing this complaint in an attempt to resolve? If yes, give details below and include the outcome.
Use additional paper if needed.	
7.	Detail the complaint. Provide name/s of persons involved and witnesses (if any).

G20SSPE003	Student Services	Revision #4

UWI-ROYTEC	Procedure	Issue #2
	Student Complaints Procedure	

Use additional paper as necessary.

8. What has been the impact on you arising from these circumstances?

9. What outcome are you seeking as a result of this complaint?

10. What evidence is being submitted to substantiate your complaint?

(Continue on separate sheets / Attach evidence as necessary)

Declaration by complainant:

As far as possible, all complaints will remain confidential unless there is a serious risk of harm to yourself or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I declare that the information provided in this application is accurate and to the best of my knowledge.

Signed: **Date:**

G20SSPE003	Student Services	Revision #4