



Quality Assurance Document

Procedure for Student Complaints and Grievances

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Document Summary

Document Title	Procedure for Student Complaints and Grievances										
Description	This document describes the procedure for students lodging compliant and developed for the concerned staff and faculty for implementation across the campuses of the University.										
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Revision History if any

Rev no.	Date of revision	Statement changed
01	21st May 2023	<p>The Student Affairs office is responsible for implementation the Academic and Non- Academic Complaints and Grievance Procedure.</p> <p>Informal complaints are reordered in the complaints form.</p> <p>The deadline for resolving complaints has been extended from seven to ten working days.</p>

1. Abbreviations and Definitions

Table 2: Table of Abbreviations/Definitions

Abbreviation	Explanation
Appeal	A request for the re-consideration of a decision by the body that made the original decision.
CCC	College Complaints Committee- an ad hoc committee designated to resolve complaints which could not be solved in unit/staff level
Complainant	An individual who believes his/her rights have been violated and raises a complaint
Formal complaint	Complaint submitted by the complainant on hardcopy form or online
Informal complaint	Complaint is orally informed to the SAO and it is registered on the complaint form by the respective SAO.
NU / University	National University of Science and Technology
SAO	Student Affairs Office. This is the focal point in each College/School of NU for the students for submitting complaints and grievances. This is also the monitoring office for the resolving complaints

2. Introduction

National University of Science and Technology (NU) is committed to providing a high quality student experience for the registered students of NU and taking steps to resolve their concerns promptly while upholding University disciplines and standards.

This procedure document aims to ensure that complaints made by students are considered seriously, acted upon to ensure that the student's rights are protected as far as possible and to impart a good student experience across the University.

3. Purpose

To provide a framework for resolving complaints and grievances made by students.

4. Scope

The University considers a student complaint as a countenance of dissatisfaction elevated by a student (or group of students) against their experience of a service or facility of the University.

This document is developed for the offices concerned, NU staff and faculty for implementation.

5. Guidelines Statements

- 5.1 Students have the right to raise their concerns related to learning, teaching, services, facilities, resources, attitude or inappropriate behavior of a staff member/student, administrative processes etc.
- 5.2 Staff members who deal with complaints shall respect the student's right to confidentiality.
- 5.3 All complaints are addressed in a timely manner, in compliance with internal and external requirements.
- 5.4 The **Student Affairs office (SAO)** shall have the overall responsibility of implementation of NU Complaints and Grievance Procedure.
- 5.5 Procedure for dealing with complaints and grievances should be documented in the Student Handbook for students' information.
- 5.6 The students should be informed about this procedure and made aware of it by SAO.
- 5.7 A student making a complaint shall not be disadvantaged simply because of having made the complaint.
- 5.8 Complaints can be lodged individually or by a group of students.
- 5.9 For complaints issued by a group of students, one of the students should be nominated as the group representative.
- 5.10 Description of the complaint should be submitted by the group representative.
- 5.11 All complainants shall agree on the description of the complaint and signed by each individual in the group.
- 5.12 A student who is dissatisfied with a complaint outcome may appeal and request a review by an appropriate senior person who has had no previous involvement in the matter and referred to the **College Complaint Committee (CCC)**.
- 5.13 In each campus there shall be an ad-hoc **CCC with a minimum of 3 members** nominated by the respective Dean, which could resolve formal complaints/grievances that were not resolved by the concerned staff /unit.
- 5.14 Records and support documents which are submitted by the complainant or found during investigation matters and appeals (if relevant) shall be kept with the SAO, in each college.
- 5.15 The statistics of complaints and grievances and their completed solutions shall be reported to the SAO of the University by the respective SAO's of colleges.
- 5.16 This procedure to be reviewed every three years.

6. Procedure

- 6.1 It is expected that most complaints can be resolved at an early stage by discussing the matter informally. A student should therefore bring the matter to the attention of an appropriate member of staff at SAO, who aims to resolve the matter by informal discussion.
- 6.2 The summary of complaint shall be recorded by filling the informal Grievance (section 2) by the respective staff-in-charge.
- 6.3 If a student has attempted to resolve matters informally but is not satisfied and the matter is not resolved, the complainant may proceed to the next stage by submitting a formal complaint.
- 6.4 The complainant submits the complaint by filing the complaint form.–The supporting documentation shall be submitted to the staff-in-charge of complaints in the respective student affairs office of each college/school.
- 6.5 An email receipt to be forwarded to the complainant once the formal complaint is received at the Student Affairs Office.
- 6.6 The deadline for resolving the complaint is **set for 10 working** days after submission of complaint.
- 6.7 For academic related complaints, the officer in charge of the Student Affairs shall forward the complaints to the HoD of the concerned academic department and for non-academic complaints, to the related admin unit
- 6.8 For both academic and non-academic, If the complaint is **not resolved within the respective department/unit** within 10 working days, Student Affairs officer shall refer the case to College Complaint Committee (CCC)
- 6.9 The complainant shall receive a notification email, if a formal grievance is issued. The email shall contain the new deadline for resolving the complaint.
- 6.10 CCC-Chair receives a notification for cases referred to CCC. Chair shall call for meeting and for further investigations.
- 6.11 If found necessary, CCC-Chair reports the case to the Disciplinary Committee for further actions.
- 6.12 The Student Affairs Officer shall inform the complainant about the investigation result.
- 6.13 The flowchart for implementing the procedure is shown in **Appendix 1**.

7. Roles & Responsibilities

7.1 The officer-in-charge of Student Affairs in each college/school has the following roles:

- a) To listen to student's complaint and advise him/her when necessary
- b) To follow up with the concerned unit and ensure that complaint is addressed and solved
- c) To maintain records of complaints and solutions
- d) To report the formal grievances to CCC
- e) To communicate the final decision to the complainant
- f) To be present at CCC and assist the committee in investigations

7.2 The CCC comprises of the manager/officer-in-charge of Student Affairs, representative from the concerned academic/admin unit and other co-opted members as appropriate.

7.3 The responsibilities of CCC members are as follow:

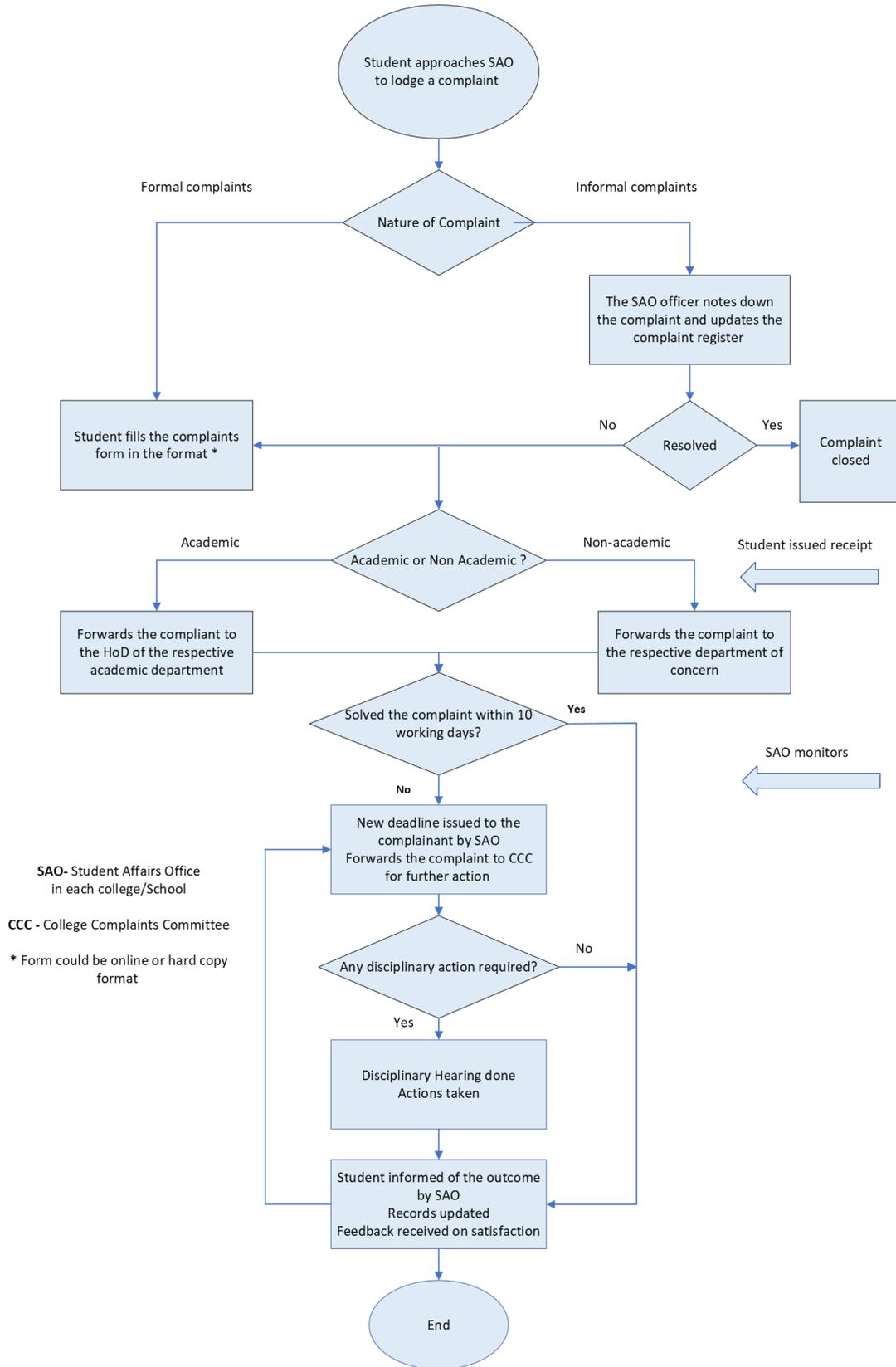
- a) To conduct investigations
- b) To preserve the right to confidentiality for the involved parties
- c) Report to the respective College Disciplinary Committee for further actions if required

7.4 Any member of the CCC who has already been involved in a particular complaint must withdraw from the committee. Members of the Student Affairs Office or of any other unit will not be represented on the CCC when the Committee is considering a complaint against that unit/Member.

8. Documentation

1. Complaints & Grievances Process Flowchart
2. Complaint Form
3. Consolidated Complaints' Register
4. Letter to complainant on the action taken

Appendix 1: Complaints & Grievances Process Flowchart



Appendix 2 : Complaint Form

NOTE TO STUDENT			
<ul style="list-style-type: none"> • Before using this form you should read and follow the guidance given in the Procedure for Student Complaints and Grievances available in Student Affairs Office. • You must meet with Student Service Specialist/ Counsellor before completing this form • You must follow the channel of communication shown in this form – you cannot go directly to report your complaint to the college executive • You can't lodge a complaint against your academic results 			
SECTION 1: STUDENT DETAILS			
If more than one person is lodging the complaint, please attach a signed and dated list of all complainants on the form provided at the back of this Form – please do not detach it.			
Student Name			
Student Number		Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
College		Program	
Contact Number		Email	
Nationality			
Type of Complaint	Informal <input type="checkbox"/>	<input type="checkbox"/> Formal	
SECTION 2: Summary Statement (Informal Complaints Only)			
SECTION 3: Complaints Details (Formal Complaints Only)			
Complaint against a member of staff or a department in general			<input type="checkbox"/>
Complaint regarding the content of an assessment or syllabus			<input type="checkbox"/>
Complaint regarding general college management or college facilities			<input type="checkbox"/>
Other (please specify):			<input type="checkbox"/>
Statement of Complaint			
<i>(Please explain the nature of your complaint here or attach a statement of your complaint)</i>			
List of documents (Please list all documents which you have attached)			Received

For Group Complaint

S,No	Complainant Name	Signature	Date
1			
2			
3			
4			
5			
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Section 4: DECLARATION

Your complaint will only be accepted if you sign the declaration below:

To the best of my knowledge, the information given in this Complaint Form is true and accurate. I have not attempted to bypass the correct channel of communication. I understand that it is my responsibility to gain feedback from SAO about the progress of my complaint.

Student Signature		Date	
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FOR OFFICIAL USE ONLY

The information in Sections 1-3 above has been verified:

Name of SAO Specialist		Ref #	
Signature		Date Received	
Complaint sent to (Name of Manager /staff responsible)			
Receiver Signature		Date Sent	

Outcome / Recommendation *(written below or attached to form)*

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Resolved <input type="checkbox"/>	Signed		Date sent to SAO	
Date of issue outcome letter			Student Signature	
Not Resolved: <input type="checkbox"/>			Passed to College Complaints Committee	

Section 4: PROGRESSION OF COMPLAINT TO COMPLAINTS COMMITTEE (CCC)**Outcome** *(written below or attached to form)*

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Chair of CCC Name		Signed	
Date sent to SAO		Date of issue outcome letter	
Student Signature			

Appendix 3 : Sample of Outcome Letter

Date: DD/MM/YY

Student's Name: First Name XXXXXX Last name XXXXXX

Student ID: NUXXXXXX

[Subject: Subject of Letter] -Optional-

Dear [Student's Name],

I begin this letter with my heartiest thanks to you for your concern regarding [complaint topic] received last [enter complaint logged date]. You mentioned in your complaint letter/form that [enter complaint briefly].

We at national university regret any inconvenience you have experienced, and assure you that we are anxious to retain you as a satisfied student.

At the conclusion of our investigation, we find that [outcome and action taken] [closed date].

I am once again grateful for your most sincere concerns and for your contribution in enhancing the university systems and services.

Sincerely

Dean

Cc: Student Affairs Office

Appendix 4 : Consolidated Complaints' Register

Table 3: Complaints ' Register

Complaint Ref #	Student Name	Student ID	Program	Level	Gender	Contact #	Nationality	Date Received	Module Name if Any	Instructor/ Admin staff Name if Any	Service if any
DD/MM/YY/SA/SL#											

Cont. Table 3: Complaints ' Register

Complaint type	Complaint Description	Ref,letter	Action Taken	Closed	Date & Initials	Resolved within # of Days	Outcome letter Link	Appeal if any	Remarks