

Complaints Policy SSBR

Definition

- Complaints are considered those received by e-mail or letter from a group of students or professors, or by a letter from an individual expressing dissatisfaction with certain practices or policies, whereby the local CC and/or AC is bypassed in discussing said practices or policies.

Registering

- Groups or individuals can submit their complaints to any staff member, who will act as the intermediate between the group or individual and the group or individual taking care of the resolution.
- Refer to the overview of staff members in the student, faculty or staff guide to find out who is the most suitable to register a complaint with.

Timing

- Complaints should be processed within maximum 4 working weeks.
- In the rare case that complaints cannot be processed within such timeframe, the individual or group who submitted the complaint will be informed accordingly with clear arguments as well as an expected timeframe for processing.

Processing

- Complaints are registered in the complaints overview, where also solutions are proposed and communicated to the group or individual.
- Complaints should be handled with the necessary privacy and should not be communicated to third parties who are not related to the issue, including other students, faculty or staff.
- The solutions of resolved complaints are integrated in the various policies and guides and are then marked as completed in the overview.

Appeal

- Groups or individuals who do not consider the proposed solutions as sufficient or have further issues with their expressed dissatisfaction may lodge an appeal to a committee of independent senior professors, appointed randomly from the campus where the complaint originated from.

All parties will accept the outcome of the committee and will act accordingly to speedily resolve the issue.

STUDENT COMPLAINT FORM

This form is to be used to submit a formal complaint by students who have been unable to satisfactorily resolve conflict with the faculty, staff, students or others involved.

Please complete all fields so your complaint may be directed to the proper university officials.

Complaints may be submitted anonymously; however, unless you include your contact information, SSBR will be unable to investigate your complaint or respond back to you regarding the subject matter.

Section 1: Personal Information

Your Full Legal Name (as enrolled):

First

Middle

Last

Preferred Name: _____

Course of Study: _____

Expected Date of Graduation: _____

Email: _____

Phone: _____

Preferred Method of Contact: Email Phone

Student Number: _____

Section 2: Information About Your Complaint

First date on which the events or issues occurred: _____

Names(s) of the person(s) involved:

Type of Complaint

Academic

Policy

Other

Interpersonal

Please describe your complaint in detail. Include the names of persons, locations, and dates involved. If this complaint is against specific person(s), please list their names and titles.

What attempts have you made to resolve this complaint up to now? Please state who you contacted and what transpired.

Why do you think the complaint was not able to be resolved in your prior attempts?

What resolution would you consider fair? What resolution do you seek?

Any other information you want to provide?

For instance, is there any person who you do NOT want to be told of your complaint? (Keep in mind that it may be difficult to resolve if those involved cannot be asked to explain or respond.) NOTE: RETALIATION AGAINST A STUDENT FOR MAKING A COMPLAINT IS ABSOLUTELY PROHIBITED AND WILL BE CONSIDERED A SERIOUS VIOLATION OF PROFESSIONAL RESPONSIBILITY.

Please attach documentation that you want to be considered.

I hereby certify that the above information is true and correct to the best of my knowledge and belief. I grant permission for this complaint to be forwarded to SSBR senior staff for purposes of investigation and response.

Signature Date