

UWI-ROYTEC	Procedure	Issue #1
	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 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, UWI-ROYTEC 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.

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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:**

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.

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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.
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. Any person/s against whom a complaint is made will be informed of the complaint, and will be allowed to comment or provide evidence of their own toward the investigation.
11. The MSS will communicate via letter to the student advising of the proposed resolution for the complaint.
12. 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 [appeals@roytec.edu](mailto:appeals@roytec.edu) within ten (10) days of receipt of the letter.
13. It is expected that this process would be completed within 30 calendar days.
14. Matters that may require greater intervention may be escalated to the Director Student Affairs or Executive Director as seen fit.

### **Student Appeals Procedure**

1. The Appeals Committee will attempt to resolve the conflict within 15 working days after notification of the matter.
2. The Committee may request further investigation/s and convene any 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.
3. The Committee will review all evidence provided including the investigation report from the MSS. 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 during the initial investigation.
4. The student(s) are allowed to have a representative attend with them, however the representative would not be allowed to speak on behalf of the student. Where witnesses or representatives are requested to attend, these names are to be submitted to Student Services no later than five (5) working days prior to the sitting of the Appeals Committee.
5. Witnesses are required to submit written statements five (5) days prior to the sitting of the Committee.

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- The Committee decides on the action to be taken based on the evidence presented. The decision of the Committee is final.

Proposed channels of communication

Students who are Required to Withdraw (RTW) can appeal to the Secretary of the Appeals Committee via the email ([appeals@roytec.edu](mailto:appeals@roytec.edu)). The Registrar communicates the outcomes of the Appeals Committee to students who appeal their RTW.

Complainants are required to appeal to the Secretary of the Appeals Committee and subsequent to the Committee Meeting the Secretary communicates the relevant outcome of the appeal directly to the student.

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<b>NOTICE OF COMPLAINT</b>	
<b>All Sections Must Be Completed by the Complainant</b>	
1.	Surname: <span style="float: right;">First name:</span>
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).

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Use additional paper as necessary.

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

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

1)

2)

3)

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

(Continue on separate sheets / Attach evidence as necessary)

**Declaration:**

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:** .....

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