



AVID COLLEGE
GATEWAY TO  LIFELONG LEARNING

STUDENT COMPLAINT POLICY

Policies can be established or altered only by the Academic Board
Procedures may be altered by the Rector

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AC/P24/QAD/22/SCP-01

AVID COLLEGE, 2022

Name Student Complaint Policy		Policy No. AC/P24/QAD/22/SCP-01	Version: 1
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Dr. Suneena Rasheed

Rector



Student Complaint Policy

APPROVED DATE: JUNE 09, 2022

1. PURPOSE

- 1.1** Avid College is committed to provide a conducive academic environment for personal and professional development of each member of its community. In order to ensure that commitment, the College has developed procedures for students to pursue grievances within the College. A student who has an unresolved disagreement or dissatisfaction with a faculty or staff member, student body or administrator, has the right to file a written complaint without prejudicing his or her status with the College.
- 1.2** The College recognises the value of information provided by students, employees, and others in assessing the institution's performance. This policy serves to address significant violations of the College's standards, policies, and procedures.
- 1.3** This policy states the principles to be applied and the procedures to be followed, in the resolution of student complaints fairly, promptly and efficiently.

2. SCOPE

- 2.1.** Any current student of Avid College can make a complaint under this policy.
- 2.2.** Any staff member or student of the College can be the respondent to a complaint under this policy.
- 2.3.** When a complaint falls within the provisions of another policy of Avid College, then the complaint will be dealt with under that policy.
- 2.4.** If a complaint has been dealt with as a formal complaint under another policy of Avid College, the same complaint cannot be the subject of a formal complaint under this policy.
- 2.5.** If a decision about a formal complaint has been the subject of an appeal processed under another policy of Avid College, the same decision cannot be the subject of an appeal under this policy.



3. DEFINITION

- 3.1.Complainant:** A current student of Avid College who makes a complaint.
- 3.2.Complaint:** A complaint is a student’s expression of dissatisfaction that their rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of the College. Any circumstance related to College operations, services, and decisions, or the conduct of its staff, its students, or people associated with the College or using College facilities may be the subject of a complaint.
- 3.3.**An academic complaint may be brought by a student regarding the College’s provision of education and academic services affecting his/her role as a student. Academic complaints can include but are not limited to the following types of allegations:
- 3.3.1. discriminatory action toward students within the classroom by a faculty member, e.g., by singling out specific students for either preferential or adverse treatment,
 - 3.3.2. failure of a faculty member to follow College policies in the conduct of classes or examinations,
 - 3.3.3. unreasonable arbitrary actions by a faculty member that adversely affects student performance.
- 3.4.Formal complaint:** A formal complaint is a complaint that is submitted in writing to the College in accordance with the Procedures in this Policy.
- 3.5.Informal complaint:** An informal complaint is where a complainant seeks to resolve the matter before a formal complaint has been submitted under this Policy.
- 3.6.Investigation Panel:** A panel formed to investigate student complaints by the Vice Rector.
- 3.7.Respondent:** A staff or student of Avid College about whom a complaint is made.
- 3.8.Staff member:** A member of staff of Avid College.
- 3.9.College working day:** College working day means a day other than Friday or a public holiday or a holiday declared by the College Chairman.



4. PROCEDURES

4.1. INFORMAL COMPLAINT RESOLUTION

4.1.1. Students are encouraged to resolve their complaint informally in the first instance by making an initial approach to the relevant staff member or student to discuss the matter. This informal method of resolution allows the parties to explore options and make their own decisions about how to resolve a complaint rather than having a third party make and enforce a decision.

4.1.2. A student wishing to make a complaint is encouraged to seek advice from a person independent of the complaint and knowledgeable about this complaint resolution process. The student should:

- a) consider whether the complaint is reasonable;
- b) clarify the details of the matter, including the events that occurred, the basis for the complaint and the remedy sought;
- c) consider and confirm whether the complaint is best resolved informally or whether it requires the student to submit a formal complaint.

4.2. FORMAL COMPLAINT RESOLUTION

4.2.1. Any student who brings a complaint must provide documentation and evidence to support the allegation. A complaint should be filed within 10 working days of the incident or incidents. The student should put his or her grievance in writing according to the following guidelines:

- a) Who is the person about whom the complaint is made?
- b) A description of the events that have occurred, including efforts made to informally resolve the complaint;
- c) The basis for the complaint;
- d) The name and contact details of any witness or supporting party;
- e) The outcome the complainant seeks;

4.2.2. For academic grievances the student will submit the complaint in writing to the Deputy Vice Rector (Academic Affairs). The Deputy Vice Rector will ensure that the complaint receives a timely response. The student may appeal the response in writing to the Vice Rector within 10 days. The results of complaints appealed to this level are final and may not be further appealed. The Deputy Vice Rector will keep on file a record of each complaint, its nature and resolution.



- 4.2.3.** For non-academic grievances, the student will submit the complaints in writing to the Dean of Students. The Dean of Students will ensure that the complaint receives a timely response. A record of each complaint, its nature, and resolution, will be forwarded to the Deputy Vice Rector (Academic Affairs).
- 4.2.4.** Complaints or grievances related to issues of sexual misconduct, harassment, bullying, or discrimination of any kind should follow procedures applicable to those policies.
- 4.2.5.** Academic appeals should be handled in accordance with the Appeal Policy.

4.3. PROCEDURES FOR FILING A COMPLAINT

4.3.1. Complaints about significant violations of a College policy, or procedure must be submitted in writing by the complainant and addressed directly to the appropriate staff of the College. The College will not consider a particular communication to be a serious complaint requiring a response under this policy unless it is in writing and signed by the complainant. The College will not act on anonymous complaints or complaints forwarded to the College.

4.1.2. In general, the College will acknowledge a written complaint within 20 working days or a reasonable period after its receipt by the appropriate College staff. Complaints should be addressed to the appropriate College staff responsible for the issue at hand. Complaints sent directly to the Chairman or Vice Rector may be forwarded to the appropriate staff for a response. Complaints directed in this way may take longer to resolve.

4.1.3. For a timely review by College staff, the complainant is responsible for including the following in the written complaint:

- i. A statement describing the complaint in the clearest possible terms. If possible, indicate the relevant policy or procedure in question.
- ii. A clear and concise written description of the evidence upon which the complaint is based (materials and adequate documentation used to support a complainant's allegations should be limited to and directly related to the reported case). The evidence should state relevant and provable facts.
- iii. A description of any action that may have already been taken in



an attempt to resolve the issue or any persons who have worked with complainant on the issue.

- iv. An acknowledgment that College staff may send a copy of the complaint to the person(s) involved.
 - v. Complainant's signature.
- b. Within 30 working days after acknowledging receipt of the complaint and under the direction of the appropriate College staff will review the complaint and its documentation and determine whether it is within the scope of College policies and jurisdiction and if there is adequate documentation. The College staff will inform the complainant regarding the disposition of the complaint to include one of the following:
- i. The complaint will not be processed further. The complaint is not within the scope of College policies and jurisdiction or there is inadequate documentation to raise questions concerning the complaint.
 - ii. The complaint has sufficient substance to warrant further review. Responsible College staff will make every effort to expedite the review; however, the time required to conduct the review may vary considerably depending on the circumstances and nature of the complaint. Upon completion of the review, the complainant will be notified regarding one of the following:
 - 4.3.1.1. The complaint is without merit.
 - 4.3.1.2. A resolution will be suggested.

4.1.4. The response is submitted to the complainant and forwarded to the Vic Rector. Records regarding student complaints are kept in the Office of Deputy Vice Rector (Academic Affairs).

