

Students Complaint Management Procedure

The procedure applies to all complaints, including complaints which may be also classified as allegations, made by Students or their Authorized Representative.

Procedure Overview – The Students Complaint Management procedure establishes the process for managing complaints made by students, in line with the College's commitment to natural justice and procedural fairness. The College will uphold appropriate standards throughout the complaint Management process.

Seeking help and support services

Students, before filing a complaint, can visit the Student Welfare Office and seek assistance and support.

The College has a collaboration with a Clinical Psychologist and students are referred when needed. Counseling services are free of charge for the students.

Students with learning difficulties are also advised to refer to specialized counselors in the case of severe circumstances.

The college has a special guide for Students with Special needs and learning difficulties. (easily accessed on website and library). All academic staff is aware of the special guide. Academic staff must report to the Students Welfare Office and/or the Director of campus on any incidence that seek help and assistance.

Before filing a formal complaint, students are advised to address any issues or concerns informally. They should feel free to speak with their:

- Head of the departments
- Lecturers / professors
- Student Welfare Officer

If there is no resolution of the issue then they can file formal complaint by completing a formal complaint form.

All Formal Complaints should:

- be filed within 12 months of the incident
- include a description of the complaint and when or where it happened
- whether the student has already spoken with someone
- whether he/she has already taken any other action to resolve their complaint informally
- include copies of any relevant documentation or correspondence

It important to note that Students would not suffer any form of disadvantage as a result of making a complaint. The College aims to resolve all complaints in a fair, impartial, consistent, respectful and timely manner. All information would be treated as confidential.

Once a formal complaint is filed:

- receipt of a formal complaint – formal complaints received would be recorded in the Student Complaints and Appeals Folder
- acknowledgement of a formal complaint – a student who files a formal complaint will receive a notice of receipt, usually within three (3) business days
- tracking of formal complaint – students would be informed if there would be delay in the investigation of the complaint and of all procedure steps taken by the Committee.
- Initial assessment of the formal complaint – an initial assessment of the complaint would commence. All results of the assessment either positive or negative, would be forwarded to the complainer.
- referral of formal complaint to the appropriate body for resolution
- investigation process.
- decision – at the conclusion of the investigation process, a decision would be reached and all parties would be informed.
- closure of formal complaints
- record keeping
- implementation of decision – unless otherwise determined all decisions taken after the investigation process would be implemented with immediate effect.