

PURPOSE

EIT has a strong commitment to ensuring that all student concerns and complaints related to their academic programme or their experiences at EIT are resolved promptly and proactively.

EIT shall receive, acknowledge, register and act upon formal student complaints and make every effort to resolve them in a timely, consistent, valid and fair manner, in accordance with the principles of natural justice.

Student concerns and complaints should be raised as soon as practicable. Any staff member approached by a student with a concern or complaint will take action by either resolving the problem or referring the student to the most suitable person to address the concern or complaint. Confidentiality will be applied to all matters with regards to concerns and complaints; a ‘need to know’ principle applies in all cases.

SCOPE

All EIT students at all campuses. All concerns and complaints related to a student’s academic programme or their experiences at EIT as a student.

This policy excludes matters or issues that are specifically addressed by other policies such as:
PA182 Academic Misconduct Procedures
Academic Regulatory Framework – Academic Appeals
QH142 Unacceptable Behaviour Policy

DEFINITIONS

Term	Meaning
Concern	A situation where a student considers appropriate standards have not been met. The impact on the student has not been large and it is likely that resolution can be obtained by direct, informal discussion with the staff member/s concerned.
Complaint	A formal expression of dissatisfaction where the student seeks some form of redress or change in a situation and where the student considers that there has been a direct and significant adverse impact on him/her that requires a formal process of resolution.

PERSONS / GROUPS AFFECTED

All students

All staff

Any contractors associated with the Student's Programme of Study

Students' Association

CONSULTATION PROCESS

This policy revision was circulated to the Executive Team, all staff, and to the Students' Association for feedback prior to being submitted to Academic Board for approval.

QUALITY OUTCOMES

- a) Students receive accurate, timely, clear, and consistent information on concerns and complaints policy and procedures.
- b) Student concerns and complaints are considered and addressed in a fair, transparent, valid and timely manner.
- c) No student is disadvantaged academically or otherwise as a consequence of raising a complaint.
- d) Wherever possible improvement is brought about as a result of student concerns and complaints.

OUTPUT STANDARDS

- a) Students have access to support and guidance in resolving any concerns and complaints.
- b) Any complaints about EIT that are taken to external bodies are not upheld.
- c) Decisions made by the Deputy Chief Executive arising from Appeals will be final.

COMPLIANCE STANDARDS

- a) Students are adequately informed of the process for resolving concerns and complaints, appealing decisions/outcomes, and external bodies to whom they might raise a complaint.
- b) Student and staff rights to natural justice, privacy and confidentiality are protected.
- c) Students are advised of other options available beyond an appeal decision.

REPORTING STANDARDS

- a) All formal complaints are documented.
- b) All formal complaints are registered at the Chief Executive's office by Deans and Directors at the time of the complaint being received, and the outcomes of the complaints are recorded once a decision has been made.
- c) Insurers are notified of any potential claims as soon as a risk is identified.
- d) Deans and Directors review the number and nature of complaints as part of the Self-Assessment process.

The Deputy Chief Executive provides an overview of the number and nature of complaints to Council twice a year.

LEGISLATION

Document information – Office use only	
Document Name	Student Concerns and Formal Complaints
Document Number	QI108
Executive	Deputy Chief Executive
Owner	Deputy Chief Executive
Developer	Administration Assistant, DCE
Review Frequency	24
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Next Review	17/01/2021
Related Items	Click here for Related Documents (available only on Staffnet)
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