

STUDENT COMPLAINTS

The University of Strathclyde endeavours to provide all students with an environment that is educationally supportive, fair and intellectually challenging and where services are provided in an efficient and friendly manner. However, we acknowledge that problems can occur from time to time. When they do or when you are not satisfied that we have acted in accord with our policies and standards we would ask you to let us know as soon as possible using the procedures described below.

Policies, Definitions and Standards

Academic Matters

In partnership with each student, the University undertakes to identify and supervise an approved programme of study and to make a fair assessment of each student's performance at each key stage of their programme. Details of specific study and assessment programmes and criteria for assessment are contained in Course Handbooks available from the appropriate Faculty Officer. Academic Departments frequently invite feedback from students through questionnaires and staff/student committees.

Administrative or Academic Support Services

Most departments that provide Administrative or Academic Support Services for students issue a written account of the services they provide. Services are resource limited but each Department aims to provide an efficient and friendly service. Some have published specific performance standards as part of the Administration's Customer Care Programme. All encourage feedback from students as an input to assigning priorities for development.

Discrimination, Harassment or Intimidation

The University is committed to equal opportunities for all students (and staff) no matter their age, gender, disability, race, culture, religious beliefs or sexual orientation. It wishes to maintain a working and learning environment which welcomes diversity and is free from discrimination, harassment and intimidation. It will act on complaints received and encourage education programmes both to develop awareness of the issues allied to an equal opportunities policy and also to identify any systemic barriers to achieving equal opportunities within the University community. An Equal Opportunities Officer has been appointed to work with staff and students to identify training needs, to develop support mechanisms and to monitor implementation of the University's equal opportunities policy. Further information may be obtained from the Equal Opportunities Officer (Ms. Kate Tuck), Personnel Department, McCance Building, Richmond St. (ext. 4457) or [Ms. Kirsty O'Brien, Students Association, John St. \(ext. 2060\)](#).

Procedures

How can you make a Complaint or Appeal against an Academic Decision?

If you are dissatisfied with an academic decision, concerning for example, assessment grades, progress, awards or classification of awards, please ask for an explanation from those providing the Course, or from the appropriate Faculty Officer. If you remain unhappy with the outcome, you may appeal to the Faculty and Senate Appeals Committees by writing to the Faculty Officer or Academic Registrar as set down in Course Regulations published in Course Handbooks and the University Calendar.

If you are dissatisfied with other academic matters or administrative support services in the University please ask for an explanation from those providing the Course or the Service. The SUSA Vice President (Welfare) may be able to assist you in making initial approaches. If you remain unhappy with the reply given, a formal written complaint may be made to the Head of the Academic or Administrative Department or Service.

If you believe that you are the subject of discrimination or harassment please seek help from a Designated Harassment Adviser or the Student Advisory and Counselling Service or the Students' Association or your Academic Counsellor, or Adviser of Studies, or the University Chaplains. International students can also seek help from the International Students Adviser. If you so decide, a formal written complaint may be made to the Head of the appropriate Academic or Administrative Department. Should you remain dissatisfied with the response you receive from a Head of Department or Service or if you feel unable to put your case to them you can pursue the matter further:

- a) in the case of complaints about academic matters, by writing to the Dean of the Faculty concerned
- b) in the case of complaints about services or about discrimination or harassment, by writing to the Secretary to the University.

How will Complaints be dealt with?

You have a right to complain without fear of recrimination and to expect that your formal written complaint will be considered in confidence and fairly by an unbiased reviewer(s). This may be the Head of Department, the Dean or the University Secretary themselves or their nominees. The reviewer may consult with other unbiased advisers as appropriate.

Procedures for academic appeals to Faculty and Senate Appeal Committees are set out in University Regulations set down in the Calendar and Faculty guidelines.

Procedures for complaints about sexual or racial harassment are set out in the University's policy statement available from the Equal Opportunities Officer (Ms Kate Tuck).

For other formal written complaints you will as a minimum be accorded an opportunity to submit written evidence. Depending on the seriousness of the complaint you may also be accorded an opportunity to have a personal interview with the reviewer, and/or to invoke witnesses and/or to have a full hearing in accordance with the principles of natural justice.

The reviewer will investigate your complaint fully; will make an initial response to you within 7 days; will inform you regularly of the progress of investigations and will advise you of the outcome as soon as practicable.

8th June 1994

Mr. P.W.A. West
Secretary to the University