

## **1. Student Complaints and Grievances Policy**

The policy of DCUIA is to deal with complaints openly, objectively and constructively.

The main concern of the Company is that everyone involved in a complaint resolution process is given the opportunity to offer their point of view and to address problems. The Company understands that the satisfactory resolution of problems often involves the parties acting together to improve the situation.

DCU International Academy International Foundation Year (DCUIA IFY) is committed to providing a positive, supportive and high-quality learning environment. The Academy recognises that students may occasionally have concerns regarding academic provision, facilities, services or administration.

DCUIA encourages concerns to be raised at the earliest opportunity so that they may be addressed fairly, promptly and effectively. The Academy is committed to resolving complaints in an open, objective, transparent and constructive manner.

All parties involved in the complaints process will be given the opportunity to present their views, and every reasonable effort will be made to achieve a satisfactory resolution through discussion and collaboration.

Complaints will be handled confidentially and without prejudice to the student's academic standing or future relationship with the Academy.

Once a problem has been identified and a course of action put forward, DCUIA IFY requires that all concerned agree on a period during which a plan of action can be put into place and given a chance to take effect. At the end of this period the situation is to be reviewed.

If the process outlined below does not result in the satisfactory resolution of a complaint the decision as to how to proceed after this process rests with DCUIA.

### **1.1 Complaints and Grievances**

Students may come forward with complaints or grievances on any of the following aspects of the service provision at DCU International Academy:

#### **Academic**

- Dissatisfaction with the tutor, the course content, the text book etc.

#### **Facilities and Services**

- Dissatisfaction with the classrooms, with the facilities provided by the school (e.g. IT facilities etc.) and the facilities provided on campus by the university etc.

## Administration

- Dissatisfaction with the pre-arrival administration process, or with provision of documentation, attendance letters, certificates and reports post arrival etc.

### 1.2 DCUIA Student Complaint Resolution Procedure

The student's first point of contact with any grievance is usually the Student Support Officer.

**Step 1:** The Student Support Officer meets with student(s) and:

- Listens to complaints / issues / grievances
- Outlines policy on handling complaints
- Makes notes and identifies specific details
- Resolves any obvious difficulties, if possible

**Step 2:** In cases where the Student Support Officer cannot directly resolve the issue, he/she identifies the appropriate member of the management team with responsibility for that area and informs them of the complaint.

**Academic:** IFY Teaching Team Coordinator

**Facilities, and Services / Administration:** IFY Operations Coordinator

Note: if the complaint refers to conduct of a staff member, the issue is passed to the primary line-manager of the member of staff.

**Step 3:** The relevant manager investigates the issue and decides on the course of action to be taken. This will involve liaising with other members of staff that may be involved in the complaint, for example, teaching or administration staff, and working with them to generate a satisfactory resolution to the issue.

**Step 4:** The relevant manager will meet the student to propose a solution to the issue as early as practicable, but not later than five working days after the complaint is received.

During this meeting the plan of action will be discussed with the student. A time line for action steps will be agreed. Dependent on the progress of the discussion, adaptation may be made to the original proposed plan (both in terms of timeline and actions)

The plan should be initiated and progress followed up at regular intervals.

If Steps 1 to 4 above fail to resolve the issues and students report ongoing dissatisfaction then the manager will ask the student(s) to record their complaint in writing (in their own language if necessary, to be translated into English) and the complaint will be referred to the Executive Director.

#### Step 5:

Following the initial review, the Executive Director will meet with the student(s) and relevant staff members to evaluate progress on the proposed solutions. During this meeting, further action will be determined if necessary. The Executive Director's decision regarding the matter is final.

## 1.2 Complaints Procedure Log

| Student Details |  |       |  |
|-----------------|--|-------|--|
| Name:           |  | Date: |  |
| Student Number: |  |       |  |

| Nature of Complaint Please put a tick (✓) beside the relevant heading |   |                                      |
|-----------------------------------------------------------------------|---|--------------------------------------|
| I am complaining about:                                               | ✓ | Name of service, staff member / etc. |
| DCUIA IFY Teaching Standards                                          |   |                                      |
| A member of DCUIA Staff                                               |   |                                      |
| Administration of the programme                                       |   |                                      |
| DCUIA IFY Facility                                                    |   |                                      |
| Other Service (Please give details)                                   |   |                                      |

| Statement                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Please outline your complaint in the section below. Please ensure the information is accurate and objective. Give clear examples and dates if possible. Remember to sign the declaration on the reverse side of this page.</p> |

Print Name \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submission received by:

Print Name \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_