

# Complaint Procedure – University College Roosevelt

Written by the Academic Affairs Council, last updated on 28 September 2017

## Introduction

This document is compiled by the Academic Affairs Council (AAC) and approved by the Board of Studies (BoS). It aims to guide students through the complaint procedure as outlined in section 10.3 of the Student Handbook. This document is based on the expectation that the majority of complaints will be solved by informal talks (stage 1 and 2) between the person involved and the student or the Head of Department or Office involved and the AAC as their respective representatives.

## Complaints vs. Appeals

In accordance with the Student Handbook, a clear distinction should be made between ‘complaints’ and ‘appeals’. Appeals are outlined in section 10.2: a student may appeal any decision made by the Board of Examiners, the Director of Education or the Senior Tutor to the Examination Appeals Board of Utrecht University. (This includes final course grades!)

This particular document only concerns complaints and applies to all matters that do not fall under appeals.

## Stage 1: Informal talk with other party involved

If an issue arises, it is highly advised that a student attempts to initiate the problem-solving process by an informal talk with the person involved. The student will explain the nature of the complaint and discuss possible solutions. The other party will take the complaint under serious consideration and explain his/her position. If they cannot resolve the problem together, the student can contact the relevant Head of the Department/Office (see stage 2).

This informal stage does not have to be face-to-face: if there are valid reasons to do so, the student(s) can directly approach the AAC and the AAC will then anonymously bring forward the complaint to the relevant person. Furthermore, this stage can be skipped completely if there are strong arguments to do so, for example when confidentiality needs to be assured. The AAC can give advice on whether this stage can be skipped.

## Stage 2: Informal talk with the Head of Department/Office

This stage can be entered if a student is not satisfied with the outcome of the informal talk with the instructor in stage 1 or if there are valid reasons to skip stage 1.

### Who should you contact when?

- When a student has a complaint about an instructor and is not satisfied with the outcome of stage 1, the student can approach the relevant Head of Department.
- When a student has a complaint about a tutor and is not satisfied with the outcome of stage 1, the student can approach the Senior Tutor.
- When a student has a complaint about a Head of Department or the Senior Tutor and is not satisfied with the outcome of stage 1, the student can approach the Director of Education.
- When a student has a complaint about any other person and is not satisfied with the outcome of stage 1, the student can approach the Student Complaint Coordinator via [scc@ucr.nl](mailto:scc@ucr.nl). The student can also ask the AAC for advice on who to approach.

### What to expect?

- The complaint should be as concrete as possible, preferably referring to a document of UCR (Student Handbook, course manual, honor code, etc.). It is strongly advised to ask the AAC for advice. The AAC can evaluate the claim(s) of the student and give the student feedback on his/her complaint. If the student decides to pursue the complaint, they can choose to either do so by themselves or ask the AAC to represent them. If asked, the AAC will represent the student.
- Either the AAC or the student shall take up the matter with the Head of Department/Office. The Head of Department/Office then discusses it with the person involved.
- After this conversation, the Head of Department/Office may propose one or multiple solutions either to the student or to the AAC (who will then inform the student). The student indicates whether he/she is satisfied with the outcome of this stage and decides whether he/she wants to continue the procedure.

### Stage 3: Formalizing the complaint at the Complaints Coordinator

This stage is reached when a student feels that a complaint about UCR has not been solved to the student's satisfaction.

- All formal complaints about UCR's bachelor program will be handled by UCR's Student Complaints Coordinator. The complaint should be put in writing and submitted within 20 working days after the problem first occurred. (If the student can show there are extenuating circumstances, a complaint will be considered within 60 working days.) It is the student's responsibility that all relevant information is included in the complaint. Normally the student will be informed in writing regarding the outcome of the complaint within 20 working days after the complaint has been submitted.
- If the complaint regards Utrecht University, the student formalized the complaint by submitting a written complaint to the Utrecht University Complaints Coordinator, who handles complaints regarding university services. Procedures for filing such a complaint can be found in the Utrecht University Student Charter 2017 – 2018.

If a student remains of the opinion that UCR or UU has not resolved the complaint adequately, the student has the option of submitting a complaint to the National Ombudsman ([www.nationaleombudsman.nl](http://www.nationaleombudsman.nl)) - see stage 4.

### Stage 4: Appeal UCR's final decision at the Nationale Ombudsman

If the student wants to appeal a decision made by the UCR Student Complaints Coordinator or Utrecht University Complaints Coordinator in stage 3, he/she can contact the Nationale Ombudsman. Information about how the Nationale Ombudsman operates, which cases can be put before them, the requirements an appeal has to meet, the procedures that must be followed etc. can be found here: <https://www.nationaleombudsman.nl/vraag-en-antwoord/how-to-file-a-complaint-national-ombudsman>.

*Approved by the Board of Studies on 4 October 2017. First version written in 2007-2008, revised in 2012, 2015, 2016 and 2017. The AAC has tried to make this document as clear and accurate as possible. However, if any disagreements arise, note that the Student Handbook always takes precedence.*