



Complaints Policy

1. Context

CHARM-EU is an alliance of European Universities (University of Barcelona, Trinity College Dublin, Utrecht University, Eötvös Loránd University, Budapest and University of Montpellier). Each university is recognised as a higher education provider by the relevant ministry and quality authorities of their own country at institutional and/or programme level. As members of the European Higher Education Area, the

- *European Standards Guidelines for Higher Education in the EHEA*¹ (ESG 2015) provide a common framework for internal quality assurance for all alliance partners;
- *European Approach for Quality Assurance of Joint Programmes*² (October 2014) provide a framework for an integrated approach to quality for joint programmes.

2. Purpose

The purpose of this policy is to ensure that complaints are investigated in a transparent, fair and timely manner in order to reach a clear resolution, in compliance with the expectations of the European framework documents outlined above.

¹ https://enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf

² https://enqa.eu/wp-content/uploads/2015/06/European-Approach-QA-of-Joint-Programmes_Yerevan-2015.pdf



3. Benefits

- 3.1 Information on the complaints policy and procedure is available in accessible format in the public domain to students, staff, partners and stakeholders.

4. Scope

- 4.1 This policy applies to complaints within the control of CHARM-EU Alliance partners relating to teaching and academic facilities, academic services, student accommodation managed by a CHARM EU University, student support services, administrative services or alleged actions or inactions by the CHARM-EU alliance or a member of its staff;
- 4.2. This policy does not apply to:
- a. decisions related to academic performance or progression arising from the Admissions Board and the Examinations Board (Refer to Appeals Policy);
 - b. complaints of a legal or statutory basis such as bullying, harassment, discrimination on any grounds, by or towards students and/or staff (Refer to the Dignity & Respect Policy).
 - c. complaints about services provided by external entities such as providers of internships and placements or accommodation managed by external parties, which are their sole responsibility.

5. Principles

- 5.1 Complaints will be dealt with in a fair, transparent and timely manner.
- 5.2. Complainants will not be discriminated against or suffer any recrimination for bringing forward a complaint.



- 5.3. All complaints should be handled with discretion and all involved parties will take care to ensure that confidentiality is respected, and data related to the complaint is protected under EU General Data Protection Regulation.
- 5.4. Complaints will be monitored and reported on to understand, where possible, the root causes and to take steps to prevent any recurrence.
- 5.5. CHARM-EU prohibits any discrimination on any ground.
- 5.6. CHARM-EU is committed to creating excellence in teaching and learning by providing the appropriate measures that remove barriers to success and support student and staff access and participation needs.
- 5.7. CHARM-EU is committed fostering an open, welcoming, safe atmosphere, where all forms of diversity are recognized, respected, and seen as a source of strength and benefit to the CHARM-EU community and beyond.

6. Definitions

- 6.1 CHARM-EU – **CH**allenge-driven, **A**ccessible, **R**esearch-based, **M**obile **E**uropean **U**niversity.
- 6.2. A Complaint – For the purposes of this policy, a complaint is defined as an expression of dissatisfaction about a specific action or about the standards of provided services.

7. Policy

- 7.1 CHARM EU will adhere to the timelines prescribed in the Complaints Procedure for the resolution of the complaint at all stages of the complaint process (informal – formal – appeal (level 1) –appeal (level 2)).
- 7.2. The Complaint Procedure will be available on the CHARM-EUwebsite and will be provided in an accessible format on request.



- 7.3. The Complaints Procedure will be part of the process of monitoring the quality, effectiveness and non-discriminatory nature of the joint CHARM-EU programmes.
- 7.4. CHARM-EU will deal with complaints in line with confidentiality rules and according to the EU General Data Protection Regulation.
- 7.5. CHARM-EU will keep a register of complaints and will issue an annual report in an accessible format on the number of complaints received, their outcomes and any taken actions in response.
- 7.6. All stakeholders are required to read, understand and comply with this policy and the related procedure.

8. Responsibility

- 8.1 The Chair of the Academic Board is responsible for oversight of this policy.
- 8.2 The Joint Virtual Administration Office is responsible for ensuring the policy is implemented as approved.

9. Related Documents

- 9.1 CHARM EU Policies website
- 9.2 CHARM EU Complaints Procedure
- 9.3 CHARM EU Complaints Form.

10. Document Control

- 10.1 Date of initial approval: Academic Board 12/07/2021
- 10.2 Date policy effective from: September 2021
- 10.3 Date of next review: Academic Year 2024/2025

**Appendix: Complaint Form****Instructions:**

This form should be completed in conjunction with the requirements of the Complaints Procedure (<https://www.charm-eu.eu/policies-and-regulations>). Please complete all sections of the form.

If you encounter any barriers in terms of accessibility with the form, or you wish to submit your complaint in an alternative format, please let us know.

Return completed form to CHARM EU Joint Virtual Administration Office at CHARM-JVAO@uu.nl

Section 1: Personal details

- 1.1 Student number (for students only)
- 1.2 Name
- 1.3 CHARM EU email
- 1.4 Contact number
- 1.5 Term address
- 1.6 Course title
- 1.7 Year of course

Section 2: Details of complaint

- 2.1. Date of incident [Click here to enter a date.](#)
(Note: If the event happened over a period of time, please insert the start date of the incident)
- 2.2. Please provide a summary of your complaint below (max 1250 chars)



Please provide a summary of your complaint below (max 1250 chars)

- 2.3 In an attempt to resolve my complaint locally I have already communicated with the following people.

Please provide a list of the people with whom you have communicated (and the dates this occurred).

- 2.4 This is what happened and why I believe it did not resolve my complaint (max 1250 chars.)

Please provide a summary (max 1250 chars)

- 2.5. Please explain the impact of the issue on you (max 1250 chars.)

Please explain the impact (max 1250 chars)

- 2.6. If you are submitting a complaint more than six weeks following the last related incident please provide a brief explanation for the delay (max 1250 chars.)

If applicable, please provide a brief explanation for the delay (max 1250 chars)

- 2.7. By submitting this form, I confirm that I have read the Complaints Procedure and have attempted to resolve the matter locally (please check the box)