



Complaints Procedure

1. Purpose

To outline the CHARM-EU Complaints Procedure

2. Scope

This procedure applies to complaints eligible to be considered under the CHARM- EU Complaints Policy

3. Benefits

The benefits of the procedure is that it:

- i. Provides a clear flow for the management and resolution of complaints.
- ii. Provides a clear timeline for the resolution of complaints (Refer Appendix 2).

4. Procedure

- 4.1 In the first instance, complaints will be considered as close to the source¹ and time of occurrence of the issue leading to the complaint, and as informally as possible.
- 4.2 A formal complaints procedure can be initiated when informal approaches have not produced a satisfactory resolution within a reasonable timeframe (four weeks) or when the seriousness of the complaint deserves it.
- 4.3 A formal complaint must be submitted within six weeks of the occurrence of the issue leading to the complaint. Where the complainant is a student, the complaint must be received when they are still a registered student of CHARM EU; and/or within three months of completion of the programme of study.

¹ The individual or Unit Manager of the administrative unit or services to whom the complaint relates, the module coordinator if the complaint relates to Teaching and Learning, teaching facilities etc.



- 4.4 Complaints should be submitted to the Joint Administrative Office in the first instance they will arrange for the complaint to be investigated fully, objectively and within the stated time frame of six weeks by the Academic Board.
- 4.5. The complaint must be submitted by using the required Complaint Form (Appendix 1).
- 4.6. The complainant shall be notified of the outcome of the investigation by the Joint Virtual Administration Office and of the right of appeal of the decision of the complaint outcome, if desired.
- 4.7. An appeal of the decision of the Academic Board is a 'Level 1' appeal and must be submitted to the Joint Virtual Administration Office within three weeks of the date of notification of the decision of the complaint outcome.
- 4.8. The Appeals Board will consider the decision of the Academic Board and consider if the decision should be upheld on the basis that procedural fairness was applied or recinded on the basis that procedural fairness was not applied in the investigation of the complaint.
- 4.9. The outcome of the Appeal Board decision will be notified to the complainant within a further three weeks.
- 4.10. If the complainant does not accept the decision of the Appeal Board, the complainant has the right to a 'Level 2' appeal to the Spanish legal court system (as University of Barcelona is the coordinating University for CHARM-EU).

Responsibility

- 4.11. The Chair of the Academic Board is responsible for oversight of this procedure.
- 4.12. The Joint Virtual Administration Office is responsible for ensuring the procedure is implemented as approved.

Related Documents

- 4.13. CHARM-EU Complaints Policy
- 4.14. Complaint Form

**Appendix 1: 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>). 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: The Joint Administration Office at CHARM-JVAO@uu.nl

Section 1: Personal details

- 1.1 Student/Staff number
- 1.2 Student/Staff 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

(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/positions/units.

Please provide a list of the people, positions, units you have communicated with (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).



Appendix 2 Complaint Process Flow and Timeline

