

Reporting Centre for Complaints and Disputes (MKG)

1. Purpose and scope

The Reporting Centre for Complaints and Disputes (MKG) offers each (prospective or former) student, (prospective or former) extraneous (jointly referred to below as 'the student') and each employee of Saxion and external relations the opportunity to lodge his or her **complaint**.

Each complaint can be seen as positive involvement of the complainer with the organisation and as an instrument for improvement. Starting point is that the handling and/or settlement of a complaint are to take place at the source of the complaint, so that the complaint can be solved as much as possible at school/service level. For students this procedure has been laid down in writing in the School Student Complaints Scheme (ASK) on the Intranet site of the School (under the heading 'rules & procedures'). If a complainer is dissatisfied with the (way of) handling and/or settlement of the complaint by the school/service concerned, or if, for any reason whatsoever, it is not possible or advisable to settle the complaint at the level of the school/service, then the MKG will further attend to the complaint by which the formal trajectory for handling complaints will become effective.

From the MKG the student can also get help if he or she disagrees with the decision taken with respect to him or her. In that case we refer to a **dispute**.

Within the group of disputes the following distinction is made:

- Disputes relating to an assessment of the student's qualities can lead to a professional procedure before the Board of Appeal for Examinations (cobex). For example, disputes in response to decisions of the Examination Board or an examiner.
- Disputes of a more general nature can lead to a procedure for lodging an objection before the Disputes Advisory Committee (GAC). Consider for example in this context a dispute about the enrolment in a degree programme or the level of the tuition fee.

The MKG is manned by the Coordinator for Complaints and Disputes who accepts the complaint, the notice of objection or appeal, sends a confirmation of receipt and ensures that the matter will be dealt with by the proper body/official (see under section 3). The coordinator is also responsible for the registration and analysis of all incoming affairs. It is the responsibility of the MKG to see to it that the entire procedure is handled with due care.

Of course it remains possible for everyone to proceed directly to the (specific) body or person qualified to judge the matter.

The operating procedure employed by the MKG has been recorded in the following description.

2. Operating procedure MKG ('front office')

Article		Content
1	Lodging a complaint, objection or appeal	The complaint or the objection/appeal is lodged digitally (click here for the form) or by letter to the MKG (Reporting Center for Complaints and Disputes), Saxion P.O. Box 70.000, 7500 KB Enschede. Both addresses are mentioned on the intranet. The complaint or the objection/appeal arrives at the secretarial office of the MKG
2	Confirmation of receipt	The MKG confirms the receipt of the complaint or the objection/appeal a.s.a.p. (whether or not digitally) but no later than within three workdays stating the way the matter submitted will be dealt with. The body/person in question to which or whom the complaint or the objection/appeal has been passed on will take care of the further correspondence and get to the substance of the matter.
3	Registration and reporting	The MKG registers all complaints, objections and appeals submitted. To that end the Coordinator for Complaints and Disputes receives all information needed from all complaint, objection and appeal bodies. Furthermore, on a yearly basis the MKG gives an anonymous account with regard to the result of all complaint, objection and appeal bodies. The Coordinator for Complaints and Disputes is responsible for a paragraph in Saxion's annual report on how complaints and disputes in the context of the MKG have been handled.
4	Evaluation of handling of complaints	At least once a year the MKG analyses in its report the complaints and patterns of complaints and advises the Board of Directors on an approach to prevent similar complaints. In addition, it advises on the adjustment of the regulations on the handling of complaints. This analysis and advice also constitute input for the PDCA cycle of Saxion quality care.
5	Set-up and evaluation	The MKG was set up by the Board of Directors on 1 September 2010. At least once a year the operating procedure of the MKG is evaluated and revised if needed.

3. Substantive handling ('back office')

The following persons/officers/bodies are involved in the handling of complaints. If a person/officer/body receives a complaint, objection or appeal from a person concerned directly (so without the intermediary of the MKG), this person/officer/body will send the document to the MKG for registration before the handling of the document will start.

Integrity officer

Each (prospective) student studying at and employee of Saxion, as well as external relations, have the right to request the integrity officer to institute an investigation to assess decisions, the behaviour or actions of an institutional body of Saxion against Saxion's Code of Conduct; in addition, (suspicion of) an abuse can be reported to the integrity officer.

Students Complaints Officer

Each (prospective) student studying at Saxion has the right to lodge a complaint with the Complaints Officer. Mediation is part of the procedure.

Board of Appeal for Examinations

The Board of Appeal for Examinations (cobex) rules on appeals lodged by an interested party against the decisions mentioned in sections 7.61 Higher Education and Research Act (WHW). Mediation by the secretary is part of the procedure.

Disputes Advisory Committee

The committee advises the Executive Board concerning a dispute not falling under the scope of cobex. Mediation by the secretary can be part of the procedure.

Confidential Advisor

The confidential advisor can be notified of a complaint concerning undesirable behaviour. Mediation by the secretary can be part of the procedure.

Complaints Committee Undesirable Behaviour

Each (former) employee or each (former) student of Saxion, who is (or has been) confronted with undesirable behaviour in the work or academic setting can lodge a complaint with the complaints committee.

Complaints Committee Employees

Decisions concerning an individual employee relating to employment conditions and/or legal status, which directly affect the employee's interests and for which the Collective Labour Agreement Higher Vocational Education (CAO HBO) provides no means of redress, are open for appeal by the employee concerned.

Data Protection Officer

The person involved can lodge a complaint about the application of the personal data protection regulation in writing.

4. External procedure

The introduction of the MKG provides an easily accessible, transparent internal procedure focused on practical solutions. As for disputes, the external procedure is concentrated with the Board of Appeal for Higher Education, established in The Hague. This Board is in principle authorised in all disputes resulting from the WHW and regulations based on it (which concern the relation student – institution) after the internal procedure has been completed. Under the Constitution it is always possible to bring a dispute before the civil court; of course the dispute must then be of a private law nature.

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