

Students' Complaints Regulations

General provisions

Section 1

Saxion University of Applied Sciences employs a students complaints officer (hereinafter referred to as: complaints officer).

Appointment

Section 2

1. The complaints officer is appointed by the Board of Directors.
2. The Central Participation Council (CMR) is informed of this appointment.

Independent position

Section 3

In fulfilling his/her duties the integrity officer is not subordinate to any institutional body within Saxion University of Applied Sciences.

Section 4

The function of complaints officer is incompatible with membership of the Board of Directors, of Saxion Management and with the membership of the Central Participation Council, a School Council or the Service Departments Council.

Section 5

The Board of Directors ensures that the complaints officer is not disadvantaged in his/her position on account of his/her functioning.

Section 6

The complaints officer can be relieved from office early by the Board of Directors if he or she on account of his/her actions or omissions seriously damages the confidence placed in him/her.

Resources

Section 7

The Board of Directors will provide the complaints officer with all the resources that are essential for a proper performance of his/her duties.

The complaint

Complainant

Section 8

Every (future) student and (future) *extraneus* (person who takes exams and examinations but does not attend lectures) at Saxion may submit a complaint to the complaints officer. A complaint is defined as an expression of displeasure about behaviour, an act or situation that the complainant has experienced in his/her contact with a service department or School.

An act of a staff member who works under the responsibility of a service department/School, is considered as an act of the service department/School itself. 'Act' is also understood to mean 'an omission'.

Section 9

Complaint

1. The complaint is to be made in writing and should at any rate include:
 - a) the name and address of the complainant;
 - b) the date;
 - c) a description of the decision, behaviour or act to which the complaint pertains;
 - d) the reason why the complainant objects against the decision, behaviour or act;
 - e) the complainant's signature.
2. If the complaint is stated in a foreign language and a translation is required for the proper treatment of the complaint, the complainant is to take care of a translation.
3. If the complaint does not meet the conditions as referred to in this Section, the complainant will be given an opportunity to meet his/her obligations as yet.

Section 10

Confirmation

The complaints officer confirms the receipt of the complaint in writing within five days after receipt.

Section 11

Field of activity

The complaints officer is not obliged to take up the complaint if:

- a. the complaint does not meet the requirements of Section 9 paragraph 1 or 2;
- b. more than one year has lapsed since the facts or circumstances to which the complaint pertains took place;
- c. the complaint is manifestly unfounded;
- d. the complaints officer has given a decision on the complaint in an earlier stage already;
- e. the complaint falls within the competence of the appeals board or the undesired behaviour complaints committee.

Section 12

Confirmation

If the complaints officer does not take up the complaint, he/she shall inform the complainant of this in writing as soon as possible, stating the reasons.

Treatment of the complaint

Section 13

Hearing

1. The complaints officer shall give the institutional body and/or the staff member to whom the complaint – also – pertains and the complainant the opportunity to explain their position in writing or orally. The complaints officer shall also explicitly investigate whether an amicable settlement of the complaint is possible.
2. The complaints officer may, if he/she considers this necessary in order to assess the complaint, also allow other persons to take cognisance of the complaint, and to make an oral or a written statement on the complaint.
3. Institutional bodies and staff members are required to comply with a request as referred to in the previous paragraphs of the Section within the period stated by the complaints office.

Section 14**Provision of information**

1. The complaints officer may make enquiries with institutional bodies and staff members of Saxion University of Applied Sciences or request and inspect documents which pertain to the matter being investigated.
2. Institutional bodies and staff members are required to comply with a request as referred to in the previous paragraph within the period set by the complaints officer.
3. If the complainant gives written permission for this, the complaints officer may inspect personal data pertaining to the complainant.

Section 15**Experts**

1. If in his/her opinion this is required for the investigation, the complaints officer may call in experts.

Investigation on site

2. If in his/her opinion this is required for the investigation, the complaints officer can without prior permission enter all premises where the institutional body whose behaviour is being investigated, carries out its duties.

Section 16**Secrecy third parties**

All third parties involved in the investigation have an obligation of confidentiality with regard to what they have learnt on account of their involvement in the investigation.

The grounds for assessment**Section 17****Investigation**

The complaints officer conducts an investigation in the context of which he/she assesses the complaint against applicable legislation and regulations, and the Saxion policy as adopted.

Section 18**Reporting**

1. When an investigation has been completed, the complaints officer prepares a report in which he/she states his/her findings and assessment. The report shall also state whether, and if so, which, recommendations are made.
2. The complaints officer sends the report to the Board of Directors and to the complainant.
3. Upon request the complaints officer shall provide a copy or extract of the report. In these cases, the anonymity of the persons mentioned in the report shall be guaranteed.

Section 19**Decision Board of Directors and notification to complainant**

1. Within one month after receipt of the assessment referred to in Section 18, the Board of Directors will notify the complaints officer on how the recommendation will be acted on.
2. If the Board of Directors for compelling reasons of policy-related nature considers not to act on the recommendation, it will inform the complaints officer of this, stating the reasons.
3. The complaints officer will inform the complainant of the Board of Directors' position within five working days after having received this.

Section 20**Confidentiality**

1. The complaints officer is obliged to observe confidentiality of what he/she has learnt in the performance of his/her duties, in so far as this follows from the nature of the matter.
2. This confidentiality extends to all persons working for the complaints officer.

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