



THE PHILIPS COLLEGE

STUDENTS COMPLAINTS PROCEDURE

THE PHILIPS COLLEGE

STUDENTS COMPLAINTS PROCEDURE

The Philips College welcomes feedback from the students. A complaint is an expression by one or more students above about action or lack of action by the College, or about the standard of service provided by or on behalf of the College. The College aims to operate a fair and transparent student complaints procedure and students will not suffer any detriment by making a complaint.

The following circumstances need to be distinguished, the one from the other;

Student Appeal: Where a student is dissatisfied with a formal process which has culminated in a decision by examination boards, the outcome of disciplinary procedures, or the investigation of examination offences. The College has in place appropriate internal procedures for appeals to be considered.

APPEALS PROCEDURE

Students have the right to appeal against results, within 5 days of the publication of the results. Appeals must be made in writing to the Principal.

The grade appeal procedure is itemized below and should be followed in all instances making sure each step is fully exhausted before going on to the next.

STEP 1

The lecturer should be contacted to discuss the grade disparity and every effort should be made to resolve the problem at this level.

STEP 2

The student must appeal in writing to the Deputy Rector, noting specific objections to the grade received. After consultation with the lecturer concerned, the Principal will decide accordingly and may refer the case to the Appeals Committee.

STEP 3

An Appeals Committee will be appointed to mediate in the dispute. The Committee will review both the written and oral arguments of the case. The committee will consist of:

- i. One Administrative Officer of the programme;
- ii. One Faculty member who teaches on the programme; and
- iii. One student who is currently enrolled in the programme.

STEP 4

The student and lecturer will be informed of the Committee's decision and, barring written objections by either party, the recommendation of the Committee will be accepted.

Student complaint: where a student has a complaint against the College relating to the delivery of teaching, support services, administration, facilities or aspects of the student's relationship with the College.

It is expected that most complaints can be resolved at an early stage by discussing the matter informally at a local level. A student should therefore bring the matter to the attention of an appropriate member of staff, who will aim to resolve the matter by informal discussion. A complaint will only be accepted for consideration if it is informally raised within one calendar month of the relevant matter occurring.

If the student is dissatisfied with the outcome, or if the student has been informed that the concerns or issue is not suitable for informal resolution, the student shall have 5 working days to submit a formal complaint to the Student Complaints Manager (or nominee) who will also notify the Director of Academic Registry and Director of Student Services of the complaint.

Recipients of informal student complaints are responsible for addressing them promptly and fairly. The recipient will normally let the student know (or arrange for a colleague to do so) within 5 working days of receiving the initial complaint what steps (if any) will be taken to address the complaint and the expected timescale, and advise to whom they should submit a formal complaint if they are dissatisfied with this outcome.

If a student has attempted to resolve matters informally but is not satisfied with the outcome, they may elect to proceed to the next stage by submitting a formal complaint within 14 calendar days of receiving the outcome of their informal complaint. A student may also submit a formal complaint if the issue involved is too complex or serious for informal resolution. At this point, students may wish to seek advice from Student Services, the Students' Union or the College Independent Advisor for Postgraduate Research Students on how best to progress their complaint. The student should submit their complaint by means of Student Complaint Form to student-complaints at info@philips.ac.cy. Please copy in the Head of the Department or Service concerned if known. The student-complaints info@philips.ac.cy email address is monitored by the Student Complaints Manager.

The student should keep a copy of their complaint and any other documentation submitted for their own records.

The student should receive an acknowledgement of receipt of their complaint, from the Student Complaints Manager (or nominee), within five working days of receipt. The Student Complaints Manager (or nominee) will also notify the Director of Academic Registry and Director of Student Services of the complaint. The Director of Academic Registry and/or the Director of Student Services may at this point contact

the relevant Head of Department or Service should they feel it would be appropriate for them to become involved in the investigation of the complaint. In any event, the Head of Department or Service is free to consult either post holder if they consider it appropriate.

The complaint will be investigated by the Head of Department or Service concerned (or their nominee) or by a nominee of the Department of Policy, Planning and Compliance if the Head of Department has had involvement in the matters complained about. They will normally arrange to meet with the student to discuss their complaint in detail.

At this meeting the student will have the right to be accompanied by a friend or advisor as will any other parties to the complaint. Where a member of staff is party to the complaint, they can be accompanied by a work colleague or Trade Union representative. Other parties to the complaint may also be invited to attend the meeting, or may meet separately, at the discretion of the person investigating the complaint as is appropriate to the nature of the complaint.

If a student fails to attend the meeting (which could be by video or telephone call if both parties are not present at the College), the Department will contact them to reschedule. If a student fails to attend a rescheduled meeting within fourteen days of the original meeting date, the investigation may continue and be concluded in their absence.

The meeting will follow this format:

- The student will be asked to explain their complaint and present any supporting evidence, with the assistance of their representative as necessary, following which they may be asked questions by the Head of Department/Service (or their Nominee), and by any other parties to the complaint present;
- If present, other parties to the complaint will then respond to the complaint, with the assistance of their companion(s) as necessary, following which they may also be asked questions by the Head of Department/Service (or their nominee) and the complainant. If not present, the Head of Department/Service (or their nominee) will make any necessary enquiries.

The staff member who carried out the investigation will produce a report which outlines the process followed, the information gathered, the conclusions drawn and any recommendations. The student or their representative should receive copies of the information considered and a copy of the investigation report.

The student should receive this written response within sixty calendar days following both a submission of a student complaint form and confirmation by the complainant that they wish a formal investigation to begin. If this is not possible, the student will be informed in writing of the progress being made towards the consideration of their complaint and given a timescale for completion. In either event, the Director of Student Services, the Director of Academic Registry and student-complaints at info@philips.ac.cy should receive a copy of the correspondence.

If the complaint is considered justified, the student will be informed of the action taken to resolve or redress the complaint. If the complaint is not upheld, then the student will receive an explanation of the reason for this decision.