

LYCEUM CAMPUS POLICY AND PROCEDURE ON STUDENT COMPLAINTS

1. Introduction

- 1.1** The Lyceum Campus is committed to providing a high-quality educational experience , fully supported by a range of academic and administrative services and facilities. The Student Charter sets out the entitlements and responsibilities of students and is based upon a spirit of partnership between staff and students.
- 1.2** A student's experience of their programme of Study in the Campus is a complex interaction of their expectations, the information they have received before and during the Programme of Study and their experience within the Campus. A student may have experience that lead to either a complaint or appeals around Campus's services, facilities or academic provision..Students have the right to make a complaint and to provide a feedback about the university processes and services.
- 1.3** The Campus is committed to promoting a complaints friendly culture whereby complaints lead to useful information for the improvement of its services by providing an easily accessible and responsive complaints handling process for students..

2. Purpose of the Policy

- 2.1 The purpose of the policy is to:

- enable a Campus environment where students may lodge complaints without fear of discrimination and prejudicial treatment
- provide a framework for resolving complaints made by students .against a service, facility, or the academic provision
- ensure that complaints are resolved promptly , objectively, and with sensitivity and in complete confidentiality
- maintain records of all statements and decisions of complaints related matters.

3. Scope of the Policy

3.1 The Policy applies to all students of the Campus , who wish to raise a problem or concern regarding their treatment as a student, the quality or delivery of a service provided by the university or conduct of staff as being not in accordance with the expectation set out in the Student Charter.

3.2 The policy is accompanied by the Student Complaints Procedure

3.3 This Policy will be applied by the Campus in receiving and managing complaints where no other Campus policy , instrument or process applies.

4. Guiding Principles

4.1 The guiding principles given here are a concise expression of the fundamental practices of the higher education sector., based on the experience of a wide range of providers.

4.2 The Campus is committed to making the complaints handling process as considerate as possible.

4.3 The procedure is set out to ensure :

- *timeliness* : timely resolution of complaints , with an emphasis on local resolution at the earliest opportunity
- *independence*: persons with conflict of interest shall not investigate or adjudicate
- *respect* : all parties will treat each other fairly and with respect throughout this process it is expected that students, and those acting on their behalf , should act reasonably and fairly toward staff and treat university processes and procedures with respect. *Student Code of Conduct* sets out how the Campus will approach unacceptable behaviour
- *transparency*: all parties will be clearly communicated with throughout the process , and reasons will be given for all decisions made
- *empathy*: all parties shall be listened to and taken seriously throughout this process
- *reflection*: the campus shall use complaints and feedback from this process to improve the student experience

- *Fairness and impartiality* :all parties shall have the right to a fair and impartial hearing under the Campus procedures.
- *Accessibility and inclusivity*: Complaints procedures are easily accessible and inclusive and reviewed regularly
 - improvement of service standards: The Campus will monitor the operation of the Student Complaints Procedure in such a way as to assist in the maintenance and continuous improvement of service standards

5. Roles and Responsibilities

5.1 Student Services and welfare Division

This policy, procedure and their application are overseen by the Student Services and Welfare Division. Any queries relating to this policy and procedure can be emailed to Head/Student Services and welfare Division at studentservices@lyceum.lk

5.2 Registrar

Registrar oversees the Administrative team. Registrar could be contacted through registrar@lyceumcampus.lk

5.3 Dean of Faculty

Dean of the respective Faculty could be contacted at deanfoe@lyceumcampus.lk

5.4 Head of Academic Department or Service

Head of Academic Department or Service is where the complaint originated. Head of the Department could be contacted at academichead@lyceumcampus.lk

6. Definitions

6.1 Bullying

bullying occurs when a person or group of people repeatedly behaves unreasonably towards a person or a group of persons and that behaviour creates a risk to health and safety

6.2 Chair

The person in charge of the meeting. The chair will set the agenda and ensure all necessary points have been addressed

6.3 Complaint

Complaint is an expression of dissatisfaction made to or about the Campus related to its products, services, the staff or handling of a complaint , where a response or resolution is explicitly or implicitly required

6.4 Complainant

Complainant is an individual who makes a complaint

6.5 Conflict of interest

In order that a fair and objective process is carried out , the Campus needs to ensure that those involved at each stage of the process do not have a conflict of interest. A conflict of interest occurs when an individual's personal interests(example family, friends)could compromise his/her judgement ,decisions, or actions in the workplace.

6.6 Panel

The group of people elected by the chair to investigate the complaint

6.7 Respondent

An identified person or persons that a complaint is made against

6.8 Student

An applicant accepted to study at the Campus registered as a student at the campus

6.9 Witness

An individual who is asked to provide evidence in relation to the alleged complaint

7. The Procedure overview

7.1 The procedure outlines the steps involved in resolving complaints

7.2 The process has 3 stages.

- i. Early resolution at the local level
- ii. Formal Complaint Resolution
- iii. Review Panel or Grievance Committee

8. Procedures for submitting a Complaint

8.1 Stage 1 Early resolution at the local level

8.1.1 The Campus believes that Complaints should be addressed at an early stage quickly. In order for this to happen students are expected to attempt to resolve issues or concerns directly with the appropriate member of staff best able to deal with it as soon as possible. (Head of Department for academic related complaints; an appropriate member of staff for non-academic related complaints) who will aim to resolve the matter by informal discussion.

8.1.2 Informal resolution enable the Campus to resolve as quickly as possible concerns which are straightforward and require little or no investigation. If the responsibility for the matter raised lies within the staff member's area of work, every attempt should be made to resolve the concern in consultation with the student where appropriate. If responsibility lies elsewhere, the staff member should liaise with the relevant area to facilitate swift resolution.

8.1.3 Staff should make every effort to resolve complaints informally within the timeframe of 10 working days.

8.1.4 If a Complaint raised at a local level is resolved to the satisfaction of the complainant and the Campus, no further action is required. The student should be informed in writing the outcome.

8.1.5 Where it is evident to the student or staff that the concern to be highly complex and solution cannot be reached within the time-frame for informal solution and need to be considered at the formal stage of the procedures, the student should be directed promptly to the Formal Stage of Students Complaint Procedure.

8.2 Stage 2 - Formal Complaints Procedure.

Lodging a Complaint

8.2.1 If a student has attempted to resolve matters informally but is not satisfied with the outcome they may submit a formal complaint within 10 working days of receiving the outcome of their informal complaint.

8.2.2 Complaints must be lodged within six (6) months of the complaint arising or when the complainant first becomes aware of the facts and circumstances of the complaint.

8.2.3 Complaints are lodged using Student Complaint Form by email to studentservices@lyceum.lk or the relevant online forms where available, or by post to **Registrar, Lyceum Campus, No 10, Raymond roam, Nugegoda.**

8.2.4 The Campus will normally acknowledge the receipt of the Complaint within five (5) working days.

8.2.5 It is a requirement that the Student Complaints Form is completed so that the matter can be carefully managed: so that students may be precise about their concerns, how they have attempted to resolve the matter informally at a local level, and what resolution they are seeking. Wherever possible the form should be accompanied by evidence to support the issues of complaint.

8.2.6 It is the responsibility of the student to ensure that they raise all relevant matters and that they provide all the necessary information and supporting documentation at the point of submission.

8.2.7 The student should receive an email acknowledgement for their complaint from within five (5) working days of receipt.

8.2.8 The complaint will be investigated by the Head of Department or Service of which the complaint is about. If the Head of Department is involved in the matters complained about or it is deemed appropriate to do so, Dean of Faculty will nominate another person to carry out the investigation – this will normally be a different Head of Department or service.

8.2.9 The Head of Department or Service investigating the complaint 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. Student Reporting Parties and other parties (Witnesses and Respondents) will attend the meeting separately. Where a member of staff is the respondent in the complaint , they can be accompanied by a work colleague.

8.2.10 If a student, or other parties to the complaint are unable to attend the arranged meeting , , the Department will contact them to reschedule . If a student or other parties to the complaint fail to attend both meetings , the investigation may be limited and may be concluded in their absence.

8.2.11 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 or Service. If the respondent to the complaint is present and would like to ask the student questions about their complaint , they may do so via the Head of Department or Service.
- If present , other parties to the complaint will then respond to the complaint , following which they may also be asked questions by the Head of Department or Service .If the student would like to ask the respondent questions they may do so via the Head of Department or Service.
- If not present , the Head of Department or Service will make any necessary inquiries.

8.2.12 The Head of Department or Service will produce a report which outlines the process followed , the information gathered, the conclusions drawn, and any recommendations. This report will be sent to the student and respondent along with copies of any information considered.

8.2.13 If the complaint is upheld, 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.

8.2.14 The student should receive this written response within 30 calendar days following both a submission of student Complaints 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.

8.3. Stage 3 - Review by a Panel or Grievance Committee

8.3.1 If the complaint is not resolved to the satisfaction of the student at stage 2 , the student may have the complaint considered by a Student Complaint Review Panel.

8.3.2 If the student wishes this to happen they must present notice of this writing to the Registrar. This should be sent by email to studentservices@lyceum.lk or by post to **Registrar, Lyceum Campus, No 10, Raymond road, Nugegoda** within 10 working days from date of the outcome of stage 2. The student must include a statement explaining why they remain dissatisfied and on what grounds. The request for a review will be acknowledged in writing within 5 working days.

8.3.3 The Constitution of the Panel will be as follows:

- A Chair : Appointed by the President (could be a External Council member)
- One External member of Council
- Dean of the Faculty
- A member of the Academic Syndicate (academic complaint) or a member of senior administrative staff (non-academic complaint)
- Registrar or nominee
- Head/Student Affairs and welfare(as convenor))

8.3.4 Hearing of the review Panel shall be at the earliest opportunity. This will normally be within 20 working days of receipt of the formal request for a review.

8.3.5 The student will be invited to attend a hearing, as will any individual against whom the complaint is made. The student may be accompanied by a member of the university community, if they wish.

8.3.6 On the basis that reasonable steps should be taken to find a mutually suitable date for the hearing, the Campus will not normally rearrange the date of a hearing due to the absence of the student. The Chair of the Students Complaints Review Panel will decide how the Panel will proceed with a hearing in the absence of the student and whether or not it will permit a proxy to be nominated to represent the complainant.

8.3.7 Consideration by a Student Complaints Review Panel

A quorum of the Student Complaints Review Panel will be three (3) members including the Chair.

8.3.8 Both the student requesting review and those responding to the complaint will normally be invited to be present at the hearing at the same time so that both parties will hear all of the evidence presented to the panel and have the opportunity to comment on it. The appropriateness of an invitation for both parties to be present at the same time is a matter on which the chair may exercise discretion on the nature of the case.

8.3.9 The Chair will provide the panel with an initial briefing before the student and those responding to the complaint join the meeting.

8.3.10 The student will be invited to present the case and to answer any case of clarifications

8.3.11 The panel may call any other members of staff or students it considers might assist it in reaching a decision. Any such persons shall be notified in advance of the hearing.

8.3.12 The Panel will review the evidence and reach a decision. The possible decisions arising from the hearing are that:

- the complaint is upheld
- the complaint is partially upheld
- the complaint is dismissed

8.3.13 Considerations of the Panel will be confidential and where necessary the decision will be reached by ballot. The Chair will have a casting vote in the event of a tie.

8.3.14 the decision will be communicated to the complainant and all other relevant parties , including the relevant Head in writing (via email) normally within five (5) working days.

9. Monitoring and Reporting

9.1 Reporting complaints will be used as a part of Campus's process of continuous improvement to mitigate against recurring issues

9.2 An annual report of complaints managed under this procedure will be provided to the President of the Campus.

9.3 Annual report to Academic Syndicate will identify common themes and provide recommendations to improve the service provision and promote best practice. Where there are several complaints regarding a Service , Faculty or Department these will also be raised with the relevant member of staff to improve student experience. Where there are several complaints regarding the same service , facility, or academic provision this will also be raised with the relevant Head of Department or Head of Service to improve student experience.

10. Record management

10.1 In accordance with Campus Policy Instruments and regulatory obligations staff involved in complaints management processes (Division of Student Welfare and Support Services) are responsible for maintaining complete and accurate records of all communications pertaining to a complaint including:

10.2 Copies of all documentation and correspondence with the complainant including emails received and sent

10.3 Written record of the outcome of any internal process including reasons for any outcomes reached, evidence of any action taken by the campus in response to the complaint

10..4 All records taken under this policy will be held for a period of six years (External review Cycle).

11. Related Policies and Procedures

- Student Charter/Code of Conduct
- Student Support and Welfare Policy
- By-laws on Student Conduct and Discipline
- By –laws on Examination procedure ,offenses and punishment
- Admission Appeal and Complaint Process

12. Document Control Information

Category	Administration & Management
Type	Policy
Approved By	President
Effective Date	15.05.2023
Last Approved Revision	-----
Sponsor	Registrar
Responsible Officer	Deputy Registrar