



Students Complaint & Grievance Procedures

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CHANGE HISTORY

DATE OF CHANGE	NATURE OF CHANGE	REVIEWER(S)

For more information about policy development, consult the Policy Formulation and Management Policy on The Mico website at themico.edu.jm/policies.



STUDENTS COMPLAINT AND GRIEVANCE PROCEDURE

The Mico University College is committed to ensuring that students are provided with a high quality educational experience, supported by appropriate academic, administrative and welfare services and facilities. However there may be occasions when a student is dissatisfied with some aspect of the University College's operations, and will want to lodge a complaint. The University College will seek to ensure that all complaints from students are treated seriously and are dealt with promptly and with fairness through its grievance procedure.

The primary objective of the Grievance Procedure for students at The Mico University College is to ensure that students have the opportunity to present grievances to the University College regarding a certain action or inaction by a member of the University College community and that the University College has a consistent way of resolving those grievances in a fair and just manner.

Broad categories of Grievance:

A student may become dissatisfied with any aspect of the University College's operations and will want to register a grievance. There are two broad categories of grievances as follows:

- 1. Non-Academic Grievance:** A student believes that he/she has been unfairly treated in areas other than his/her academics. Non-academic grievances may include the **handling of personal information and records, discrimination, harassment, sexual harassment**.
[**Sexual harassment** occurs where the student feels that unwanted sexual advances or obscene remarks have been made by a member of the University College].
- 2. Academic Grievance:** A student is dissatisfied with his/her academics which may include **teaching, assessment, awards, and course of study**.

Generally, if a student has a grievance, the student is advised to speak with or write to the person committing the offence, and if not satisfied, to speak with or write to the Dean of the Faculty or the Head of the Administrative Department in which the person committing the offence is employed. If, for whatever reason, a student does not want to personally or directly contact the staff member, the student should approach the superior of the Dean / Head of the Administrative Department. It is important that grievances be channelled through the responsible office as follows:

Grievance	Responsible Office
<u>Non-academic</u>	
1. Possible crimes	- Office of the VP Administration
2. Discrimination / Sexual Harassment	- Office of Student Services
3. Regarding disabilities / Health	- Office of the VP Administration
4. Living on campus	- Hall Warden
5. Parking	- Office of the VP Administration
6. Fees / Tuition / Other charges	- Office of the Bursar
7. Personal information and Records	- Office of the Registrar
8. Class availability/Timetabling	- Office of the VP Administration



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| 9. Scholarships, Financial Aid | - Office of Alumni Affairs and Development |
| <u>Academic</u> | |
| 10. Academic Advising | - Office of the Dean |
| 11. Grades, Exam Procedures | - Office of the Registrar |
| 12. Faculty performance | - Office of the Dean |
| 13. Course content / teaching | - Head of Department |
| 14. Academic warning/probation etc. | - Office of the Dean |
| 15. Academic integrity | - Office of the Dean |

General Procedures:

Informal Resolution

Prior to invoking the grievance procedures, the student is encouraged to discuss his/her grievance with the person alleged to have caused the grievance. The discussion should be held as soon as possible after the student first becomes aware of the act or condition that is the basis of the grievance. Additionally or in the alternative, the student may wish to present his/her grievance in writing to the person alleged to have caused the grievance. In either case, the person alleged to have caused the grievance must respond to the student promptly, either orally or in writing.

Initial Review

If a student decides not to present his/her grievance to the person alleged to have caused the grievance or if the student is not satisfied with the response, a formal resolution should be sought –

1. The student must present the grievance in writing to the Dean of the Faculty / Head of the Administrative Department where the person alleged to have caused the grievance is employed, within 30 days from the date of the incident. (If the grievance is against the Dean of the Faculty / Head of the Administrative Department, the student should address his/her grievance to the next supervisory level). The student must provide the requisite material to support the claim, and indicate the redress being requested.
2. The Dean of the Faculty / Head of the Administrative Department should conduct an investigation as warranted, to resolve any factual disputes.
3. However, the student may request the appointment of an impartial fact-finding panel of no more than three persons, to conduct an investigation. The Dean of the Faculty / Head of the Administrative Department must state the terms and conditions of the investigation in a memorandum appointing the fact-finding panel.
4. The fact-finding panel appointed shall have no authority to make recommendations or impose final action. The panel's conclusions shall be limited to determining and presenting facts to the Dean of the Faculty / Head of the Administrative Department in a written report.
5. Based upon the report of the fact-finding panel, if any, the Dean of the Faculty / Head of the Administrative Department shall make a determination and submit the decision in writing to the student and to the person alleged to have caused the grievance within 10 working days of receipt of the panel's report. The written determination shall include the reasons for the decision, shall indicate the remedial action to be taken if any, and shall inform the student of his/her right of appeal.

Appeal Procedures



An appeal is the petitioning for a review of a decision. Students have the right of appeal against any sanction applied by the Officers of the University College. However, in all cases, due process must be followed. There are prescribed procedures for some academic appeals.

If the student is not satisfied with the response of the Dean / Head of Administrative Department, after the initial review, the student may seek a further review by submitting the written grievance, together with the Dean's / Head of Administrative Department's written decision, to the Dean's /Administrative Head's Superior. The Superior may appoint another administrator to act or establish a Grievance Committee depending on the seriousness of the grievance.

Grievance Committee

If the matter remains unresolved a Grievance Committee may be established.

1. The Grievance Committee shall consist of three members, as impartial arbitrators. One member shall be from the alumni body and will be chosen depending on availability. The other two members will be from the faculty and/or the administration of the Mico University College. These members should have no detailed knowledge of the facts of the dispute.
2. The parties will attend the grievance hearing before the panel, at which time both parties shall submit their evidence and arguments concerning the matter. The parties shall be notified in writing of the time, date and place of the hearing. All hearings shall be conducted on the campus during normal working hours (i.e. 9:00 a.m. – 4:00 p.m.). There will be no meeting of the Grievance Committee unless an active appeal has been filed in accordance with this procedure.

The Grievance Committee hearing shall be subject to the following procedures:

- a. The Committee shall have no right to modify, add to, or subtract from this Grievance Procedure.
 - b. A majority vote of the Committee shall be determinative.
 - c. The Committee shall render its decision in writing on forms provided.
 - d. The Committee shall be obliged to render a decision within fourteen calendar days following the close of the hearing.
3. The decision of the Committee shall be final and binding. Any student filing an appeal shall be notified of the Committee's decision by registered mail to his or her last official address.