

Complaints Policy

August, 2024

1. Purpose

This policy outlines the process for addressing student complaints at UNI - Universum International College. The aim is to ensure that all complaints are handled fairly, promptly, and transparently. The Academic Department can only take action to resolve an issue once it receives either an informal or formal complaint.

2. Informal Complaint Procedure

2.1 Initial Steps

- Students who are dissatisfied with any aspect of their experience at UNI - Universum International College are encouraged to first address their concerns informally by speaking directly with the staff or faculty member involved. This initial step is intended to resolve issues quickly and amicably.

2.2 Response Time

- The Academic Department will assess the facts and take reasonable and prompt action to resolve the issue. Students can expect a response within five (5) working days of raising the complaint informally.

2.3 Escalation to Formal Complaint

- If the issue is not satisfactorily resolved through informal discussion, or if the student feels unable to discuss the matter with the staff member concerned, the student should initiate the formal complaint procedure.

3. Formal Complaint Procedure

3.1 Submission of Formal Complaint

- A formal complaint should be submitted in writing to the Academic Department using the Student Complaint form. The form must be completed with the following information:
 - The complainant's contact details.
 - An explanation of why the student is dissatisfied with the outcome of the informal complaint.
 - A detailed description of the complaint.
 - The desired outcome the student seeks.

3.2 Acknowledgment and Investigation

- The Academic Department will acknowledge receipt of the formal complaint within five (5) working days. A thorough investigation will be conducted, and students should expect a response within 20 working days of submitting the complaint.

3.3 Complaints Board

- If necessary, the Academic Dean may convene a Complaints Board to review the case. The Complaints Board may include:
 - A program/student coordinator or faculty member.
 - A student representative appointed by the Student Board.
 - The Academic Dean, or a nominee, will chair the board. An Academic Department member, or a nominee, may serve as secretary.

3.4 Hearing and Resolution

- The student will have the opportunity to present their case at the hearing. They may choose to be accompanied by a fellow student or a member of the UNI staff or faculty. Once a resolution is agreed upon and approved, the concerned department will implement the solution as soon as possible. A written record of the complaint and its resolution will be maintained by the Academic Department.

3.5 Special Circumstances

- If the complaint involves the managing director, the academic dean, or the Academic Department itself, the student should forward the complaint to UNI - Universum International College's senior management, who will take the appropriate action. The decision of the nominated senior manager will be final.

4. Finality of Complaints Review

The decision of the Complaints Board or the Academic Dean is final. There is no further appeal process available for complaints under this policy. Once the complaint review process is complete, a Completion of Procedures letter will be issued to formally close the case.

5. Confidentiality

All complaints will be handled with strict confidentiality. Information related to the complaint will only be shared with those directly involved in the investigation and resolution process.

6. Record Keeping

The Academic Department will keep a written record of all formal complaints and their outcomes. These records will be used to monitor trends and improve processes at UNI - Universum International College.

This Complaints Policy is designed to ensure that all students have access to a fair and transparent process for resolving issues, thereby maintaining a positive and supportive academic environment at UNI - Universum International College.



A handwritten signature in black ink, appearing to read "Isabel Salvat", is written over a light gray rectangular background.

Isabel Salvat

Chair of the Academic Council