



## **Student's complaint process**

Filing a complaint can be difficult, especially in the university. SHA therefore decided to set up the complaint process within the university. If a student has difficulty complaining himself, e.g. where there is an imbalance of power (number of students against teachers on a committee or council) he can ask another person he chooses to speak his case. That representative can be another student (chairman / president of a student union), an employee of the university or someone outside.

1. Student / student representative sends a complaint to the course supervisor.
  - a. The complaint must be relevant and state issues that the student is dissatisfied with.
2. Disagreement with the decision of the course supervisor, a message must be sent to the next supervisor of the course supervisor (course director / head of faculty)
  - a. The student has the right to receive answers to his / hers / its request within ten working days from the time he / she / it complains.
3. Disagreement with the decision of the superior. Refer the matter to the quality manager of the university according to VLR-005
  - a. The quality manager directs the matter to the next supervisor of the relevant school within three working days. (Dean of school)
  - b. The dean of school has to come to a decision regarding the matter, within ten working days.
4. If this case does not end in a settlement, the student / student's representative can appeal the ruling to the university's Ruling Committee.

- a. The quality manager receives the complaint and directs it to the Rector, who is responsible for appointing an a Ruling Committee within half a month of receiving the complaint.