

2018 HANDBOOK 3: GENERAL RULES & POLICIES

Proper channels for student complaints

Where the Students' Representative Council, any other student organisation, or any individual student, wishes to complain or make any representations concerning:

- (a) any member or members of staff reflecting upon his, her or their morality, honesty, competence or any other matter which may expose him, her or them to contempt, ridicule or loss of esteem;
- (b) any other University matters, including those relating to academic departments or University administration;

It or he or she may proceed through the channels provided here.

1. Save in respect of matters concerning administration, which shall be reported to the Registrar, matters in the first instance shall be reported to the departmental or faculty student liaison officer. Should the organisation, student or student faculty council wish to proceed further it shall next report to the head of the department concerned, thereafter to the dean and finally to the Vice-Chancellor or his or her deputy charged with the administration of student affairs.

The Vice-Chancellor may appoint a committee of inquiry to investigate any matter referred to him or her or the Registrar and to report to him or her with such recommendations as it wishes.

The composition of the committee in each instance shall be determined by the Vice-Chancellor after consultation with the president of the Students' Representative Council or his or her nominee.

Once the Vice-Chancellor or his or her deputy, as the case may be, has dealt with the matter finally he or she shall advise the person and/or entity who made the complaint or representation of the action taken by him or her. The provisions of this paragraph are not intended to and do not exclude the rights of a student to consult with the Students' Representative Council in connection with any complaint/s or representation/s which he or she/it may wish to make.

2. Before any matter referred to in paragraph 1(a) above is raised publicly within or outside the University, the Vice-Chancellor or his or her deputy, as the case may be, must be afforded an opportunity to resolve the matter. Should the Vice-Chancellor or his or her deputy, as the case may be, not be able to resolve the matter within a reasonable period and the Students' Representative Council, students' organisation or student then wishes to raise the matter publicly or where the Students' Representative Council, students' organisation or student wishes to raise publicly any other matter referred to in paragraph 1 (b) above, he or she/it shall afford a reasonable opportunity for simultaneous expression of contrary views or alternatively identify the organisation or person whose views are being expressed.

The provisions of this paragraph do not apply in the following instances:

- (a) in respect of the canvassing of facts by the Students' Representative Council or other students' organisations in order to ascertain the gravity of any complaint made and the need to pursue it through the channels stipulated in paragraph 1 above;
 - (b) in respect of any factual report back to students of the progress or result of any complaint or representations made in terms of paragraph 1 above.
3. The provisions set out above shall form part of the rules to which students are subject as a condition of registration.