



## Student Complaints Policy and Procedure

### 1. Introduction

The European Research University (ERUNI) is committed to providing a supportive and inclusive learning environment. We recognize that, on occasion, students may have concerns or complaints about their academic experience, or the services provided by the ERUNI. This policy outlines the procedures for addressing student complaints in a fair, transparent, and timely manner.

### 2. Purpose

The purpose of this policy is to:

- Provide a clear process for students to raise concerns or complaints.
- Ensure that complaints are handled impartially, consistently, and promptly.
- Promote resolution at the earliest possible stage.
- Enhance the quality of the ERUNI's services through feedback.

### 3. Scope

This policy applies to all undergraduate and postgraduate students at the ERUNI. It covers complaints related to:

- Academic issues (e.g., teaching quality, assessment processes).
- Administrative services (e.g., registration, financial aid).
- Support services (e.g., library, IT, counselling).
- Facilities and resources (e.g., accommodation, campus facilities).

### 4. Definitions

- **Complaint:** An expression of dissatisfaction by a student about the ERUNI's action or lack of action, or about the standard of service provided.
- **Complainant:** A student or group of students making the complaint.
- **Respondent:** A person or department against whom the complaint is made.



## 5. Principles

The ERUNI's approach to handling complaints is based on the following principles:

- **Fairness:** All parties will be treated with respect and without prejudice.
- **Transparency:** The process will be clear and accessible to all students.
- **Confidentiality:** Complaints will be handled confidentially, with information shared only on a need-to-know basis.
- **Responsiveness:** Complaints will be addressed promptly and within established timeframes.
- **Continuous Improvement:** Feedback from complaints will be used to improve the ERUNI services.

## 6. Complaint Procedure

### 6.1. Informal Resolution

- **Direct Approach:** Students are encouraged to raise their concerns directly with the person or department involved. This can often lead to a quick and satisfactory resolution.
- **Mediation:** If direct discussion is not possible or does not resolve the issue, students can seek informal mediation through their academic advisor or the Student Affairs Office.

### 6.2. Formal Complaint

If the complaint is not resolved informally, the student may submit a formal complaint.

- **Submission:**
  - The complaint must be submitted in writing using the Student Complaint Form, available on the ERUNI's website (see Annex 1).
  - The form should include a clear description of the complaint, any relevant evidence, and the desired outcome.
  - The complaint should be submitted within 30 days of the incident or the conclusion of the informal resolution process.



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- **Acknowledgment:**

- The Student Affairs Office will acknowledge receipt of the complaint within five working days.

- **Investigation:**

- The complaint will be assigned to an impartial investigator who will review the complaint, gather additional information, and interview relevant parties.
- The investigation will be conducted within 20 working days from the acknowledgment of the complaint.

- **Decision:**

- A written decision will be provided to the complainant within 30 working days from the acknowledgment of the complaint.
- The decision will include findings, conclusions, and any actions to be taken.

### 6.3. Appeal

If the complainant is dissatisfied with the decision, they may appeal.

- **Submission:**

- An appeal must be submitted in writing to the Appeals Committee within 30 working days of receiving the decision.
- The appeal should state the grounds for appeal and include any new evidence.

- **Review:**

- The Appeals Committee (see Annex 2) will review the appeal and may conduct further investigation if necessary.
- The committee will provide a written decision within 30 working days of receiving the appeal.



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- **Final Decision:**

- The decision of the Appeals Committee is final and concludes the ERUNI's complaints process.

## **7. Monitoring and Reporting**

- The Student Affairs Office will maintain records of all complaints and their outcomes.
- An annual report on student complaints will be presented to the Rector's Collegium to identify trends and areas for improvement.

## **8. Support and Guidance**

- Students can seek advice and support from the Student Affairs Office throughout the complaints process.
- Counselling services are available for students who may need emotional support during this time.

## **9. Review and Revision**

- This policy will be reviewed annually to ensure it remains effective and aligned with best practices.
- Feedback from students and staff will be considered in the review process.

In Ostrava 1<sup>st</sup> September 2023

Assoc. Prof. Zuzana Machová, Ph.D.

Rector



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**Annex 1:**

**European Research University (ERUNI) Student Complaint Form**

Please fill out this form to submit a formal complaint. Ensure that all relevant sections are completed and that you provide as much detail as possible to facilitate the investigation and resolution of your complaint.

**1. Personal Information**

- **Name:** \_\_\_\_\_
- **Student ID:** \_\_\_\_\_
- **Email:** \_\_\_\_\_
- **Phone Number:** \_\_\_\_\_
- **Program of Study:** \_\_\_\_\_
- **Year of Study:** \_\_\_\_\_

**2. Complaint Details**

- **Date of Incident:** \_\_\_\_\_
- **Location of Incident:** \_\_\_\_\_
- **Person(s) Involved:** \_\_\_\_\_

**Description of Complaint**

(Please provide a detailed description of the incident, including what happened, when it happened, and who was involved. Attach additional sheets if necessary.)

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**Evidence**

(Please list and attach any evidence supporting your complaint, such as emails, letters, photographs, or other documents.)

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**Desired Outcome**

(Please describe the outcome or resolution you are seeking.)

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**3. Informal Resolution Attempt**

- **Have you attempted to resolve this complaint informally? (Yes/No):** \_\_\_\_\_
- **If yes, please describe the steps taken and the outcome.**

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#### 4. Declaration

I declare that the information provided in this complaint form is true and accurate to the best of my knowledge.

- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

#### 5. Submission

Please submit this form and any supporting documents to the Student Affairs Office.

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For Office Use Only:

- **Date Received:** \_\_\_\_\_
  - **Received By:** \_\_\_\_\_
  - **Complaint Reference Number:** \_\_\_\_\_
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**Annex 2:**

**Appeals Committee Composition**

The Appeals Committee at the European Research University (ERUNI) is established to ensure impartiality, fairness, and thoroughness in reviewing student appeals regarding complaints. The committee will be composed of the following members:

**1. Chair of the Appeals Committee**

- Position: A senior academic staff member, such as Rector or Dean, who is not involved in the initial complaint process.
- Responsibilities: Oversee the appeal process, ensure adherence to the ERUNI policies, and facilitate discussions among committee members.

**2. Faculty Representative**

- Position: A faculty member from a different department than the one involved in the complaint.
- Responsibilities: Provide academic insight and ensure that the academic integrity of the process is maintained.

**3. Administrative Staff Representative**

- Position: A senior member of the ERUNI's administrative staff, such as a Head of Rector's Office.
- Responsibilities: Offer perspective on administrative processes and ensure that the ERUNI policies and procedures are followed.

**4. Student Representative**

- Position: A student member nominated by the Rector.
- Responsibilities: Represent the student body, provide a student perspective, and ensure that the student's voice is heard in the decision-making process.





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**5. External Member**

- Position: An external academic or professional with experience in higher education and student affairs, who is not affiliated with the ERUNI.
- Responsibilities: Provide an unbiased and external perspective to ensure the fairness and transparency of the appeal process.

**6. Secretary (non-voting member)**

- Position: A member of the Student Affairs Office.
- Responsibilities: Record minutes of meetings, manage documentation, and facilitate communication between the committee and the involved parties.

**Additional Notes:**

- Members of the Appeals Committee must declare any conflict of interest and recuse themselves if necessary.
- The composition of the committee may be adjusted to ensure expertise and impartiality relevant to the specific nature of the appeal.