



Version	1	
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Next Review	June 2021	

Complaints Policy

City University College (CUC), in partnership with Ulster University welcomes all forms of feedback so that it may improve and enhance the service and support it provides. It believes that students are entitled to have access to effective systems for handling complaints to ensure CUC provides the highest possible academic and service standards. Students should feel able to make a complaint, knowing that it will be fairly investigated

CUC will endeavour to resolve all problems quickly and efficiently, and will act fairly, courteously, legally and without bias or prejudice in all such matters and those who choose to submit a complaint will not be disadvantaged in any way by doing so.

Definition and Scope

CUC defines a student complaint as an expression of dissatisfaction levelled by a student against a service or facility of CUC. For the purpose of this procedure, a student is defined as an individual who is enrolled on a programme of study and/or is registered for an award; or an alumni who has been registered with CUC within the last four months.

A complaint is an expression of dissatisfaction by any customer regarding the quality of service provided by CUC.

Examples of what can be complained about under this policy include the following:

- An academic or other CUC service
- Information about academic or other CUC service
- Teaching or supervision
- Facilities

General Principles

1. CUC seeks to minimise student complaints by ensuring that students have opportunities to participate in all the appropriate formal decision-making processes of the institution through representation on committees at programme, departmental, faculty and institutional levels
2. CUC is committed to the continuing review and improvement of its provision and seeks regular feedback from students through Staff/Student Liaison Committees, evaluation questionnaires and user groups. CUC is also committed to providing an environment within



which students are encouraged to raise any matters of concern in an informal manner as soon as they arise.

3. Students are encouraged to raise a concern or complaint as soon as possible after the event has taken place, and normally no later than four months from the date the initial issue or event occurred, to enable the matter to be addressed in a timely manner.
4. A group of students may use this procedure to make a collective complaint, provided that one student identifies themselves as the main contact for purposes of communication.
5. CUC recognises that making a complaint can be stressful. Students are therefore advised to seek advice and support before making a complaint from Student Services. If you are raising a concern about a service you have received from CUC, Student Services can also arrange mediation to help you to resolve the issues, where mediation is appropriate.
6. As far as possible, matters raised as a complaint will remain confidential to those directly involved in investigating the complaint, providing a response to it and communicating with the student, unless there is a serious risk of harm to the student or to others. However, in the interests of natural justice, parties to a complaint have the right to know the full details of the complaint or, in exceptional circumstances, only those details which need to be shared to enable a proper response to be made.
7. In order to ensure that a thorough investigation of a complaint is made, CUC expects to be able to collect appropriate information from all the parties involved. Anonymous complaints will therefore not be accepted.
8. Those investigating or adjudicating upon a complaint at any stage of the procedure will do so impartially. Anyone with a material personal interest in the complaint will neither investigate nor adjudicate.
9. Where a deficiency in provision or process is acknowledged, a complaint may be addressed by offering an apology or an acceptable explanation for the deficiency, by undertaking to implement future improvement, or by a mutually acceptable course of action to address the individual circumstances of the case.
10. Students will not be disadvantaged as a result of raising a matter of concern or of making a complaint, provided it is made in good faith. Where a complaint is shown to be vexatious, the complaint shall be rejected and disciplinary action may be taken.

Complaints procedure

Complaints can be made in email or in writing. All complaints made through email should be sent to the Executive Assistant to the Principal: ciara.moncur@cityuniversitycollege.edu.qa

Written complaints should be addressed to:

**The Executive Assistant to the Principal
City University College
Barwa Commercial Avenue, Building 39
Doha, Qatar**

Once received, the complaint will be passed to the team that is best placed to investigate and resolve it.



We aim to respond to all complaints within **2 days** of receipt.

Please note complaints sent through the post may take several days to reach us and may result in a longer response time.

If complaints are made verbally by telephone, a written account of the enquiry will also need to be submitted by the complainant before we will investigate it.

Occasionally, depending on the nature of the complaint, we may need longer than the 2 days to issue a full response. If this is the case, we will contact the complainant via email or post after **1 week** to provide an update on our progress.

All complaints, of any nature, will be investigated thoroughly and evidence gathered from relevant sources. The investigation will be coordinated by the appropriate investigating manager who will seek advice and input from other relevant colleagues, as necessary and appropriate.