



GABORONE UNIVERSITY COLLEGE OF LAW AND PROFESSIONAL STUDIES

COMPLAINTS POLICY

Approved date: 120/11/2015

Monitored by: The management committee

1.1. Introduction

Gaborone University College of Law and Professional Studies (GUC) is a registered and accredited tertiary education institution specializing in Law, Early Childhood Education and Business courses. It is a privately owned college. We offer high quality and valuable education which builds the trainees into committed and responsible leaders who have an entrepreneurial spirit to benefit the industry and society. We aim to contribute to the growth, global competitiveness and development of Botswana's economy through providing valuable human capital that the local and global market can rely on. GUC is a private institution registered by the Human Resources Development Council (HRDC) of Botswana. GUC offers programmes accredited by the Botswana Qualifications Authority (BQA)

1.2. Policy Statement

This Policy reflects the college's commitment to maintain a community that is free from discrimination/ harassment and unaddressed grievances. Gaborone University College of Law and Professional studies have designed procedures for prompt internal resolution of academic and administrative complaints that arise within the college. The college expects that the use of these procedures will facilitate a prompt resolution of such complaints, but the assistance of staff and students is critical to help the management of the college to learn of and quickly address problem behavior. Every member of the college community should be provided with a civil and productive work and learning environment, and has the responsibility to maintain the highest standards to accomplish this goal.

1.3. Policy Provisions for student complaints

1. Students shall have access to a process for resolving complaints;
2. No student shall be disadvantaged or victimized as a result of making a complaint;
3. Where possible and appropriate complaints shall be dealt with locally at the level at which the complaint occurs;

4. High risk complaints including those relating to allegations of sexual harassment, bullying and discrimination should be directed to the college management. Such complaints will normally not be dealt with at the local level;
5. The Student representative council shall be elected every year to deal with student matters at their level and submit complaints to the college management.
6. Anonymous complaints shall only be investigated if they contain allegations of corruption by college staff members. Such complaints shall be dealt with as 'high risk' shall not be dealt with at the local level;
7. Student complaints shall be dealt with in a timely manner within achievable deadlines;
8. The complainant shall be kept informed on the progress of a their complaint (with the exception of anonymous complaints);
11. The student complaint process shall provide guidance on the roles and responsibilities of all parties.
12. Details of student complaints shall be known only to those directly involved in its resolution;
13. There shall be no bias in the management of student complaints
14. The outcome of student complaints shall be monitored to ensure fulfillment of any conditions;
15. Records of student complaints will be retained for seven or fifteen years (depending on the nature of the complaint) in accordance with legislative requirements. Parties to the complaint will be allowed appropriate access to these records.

1.3.1. Procedures

16. Complaints of academic nature shall be referred to the Head of Department before they are forwarded to the management

17. The head of department will deal with the matter to the level permitted by the authority vested on him/her by the college.

18. The head of department will address the complaint within 5 working days and keep the complainant informed about the progress in the addressing of the problem.

19. Students are encouraged to document their academic complains to avoid variation of facts as the complaints will be dealt with

19. Administrative complaints should be addressed to the admissions officer / administration managers

20. All complaints regardless of their nature will be addressed in not more than 15 working days.

1.3.2. Examination Appeals

Examination Candidates have the right to appeal examination results according to the laid down rules and regulations. Candidates will be asked to pay the required appeal fees and any other charges necessary to process the appeal.

Following the publication of the results, appeals against the Examiners decisions can be considered if you receive an absent mark but you were present at the exam and submitted an exam paper, or if the candidate was not present at an exam but received mark for the paper or when you disagree with the mark or grade you were awarded. In these circumstances, candidate should submit a written appeal to the exam committee. The committee will consider the appeal and forward this to the Examination Committee for consideration.

(i).Appeals against Internal Assessments

A student wishing to appeal against the procedure used in internal assessments should contact the Examinations Manager as soon as possible to discuss the appeal. The College must receive a written appeal within 14 days following the release of the results.

The procedure is as follows:-

- The Examinations Manager is in overall charge of managing appeals relating to internal assessments.

- The appeal should be made in writing to the Examinations Manager stating the details of the complaint and the reasons for the appeal.

The Examination Committee may do one of the following, based upon evidence presented and considered:

- a. Grant the appeal.
- b. Deny the appeal.
- c. Deny the appeal and grant the appellant an attempt at the next examination with the previous unsuccessful attempt not being counted as part of the allowable attempts under the Examination Regulation.

The College shall, no later than fifteen (15) business days after reviewing the appeal, notify the candidate of the Committee's decision, by mail only.

If the candidate is not happy with the written response they have received then they can request a personal hearing before an appeals panel.

- The appeals panel will consist of the examination committee members and two of the following –the Internal Moderator, the external moderator,
- The request for a personal hearing must be made within two days of receipt of the written reply to the initial appeal.
- The candidate will be given at least two days notice of the hearing date.
- A breakdown of the marks awarded will be given to the candidate in advance of the appeal.
- The candidate may bring a parent/guardian to the hearing.
- The teacher(s) involved will be present at the hearing.
- The Examinations Manager will convey the outcome of an appeal and the reasons for that outcome in writing to the candidate.
- The College will maintain a written record of all appeals.

All communications concerning the appeal will be made only between the College and the candidate. After this all decisions of the Appeals Committee are final.

(ii).Appeals against External Assessments

Candidates appealing against external/franchise exam boards must follow their laid down rules and regulations. The College may or may not actively get involved in this unless the rules and regulations clearly stipulate the involvement of the College. All appeals relating to external Examination Boards (CIPS, ABE, City and Guilds and ICM) shall be referred to such Boards according to their specified appeals procedures. The institution shall provide information to the learners on the External Examination Boards' appeals procedures.

1.4. Policy Provisions for staff complaints

1.A staff member is free to a complaint on matters regarding service delivery to the customers, relationship with other workers ,payment of remuneration including any allowances accruing, discrimination , harassment or unfair treatment at work .

1.4.1. Procedures

2. All complaints to be given in writing
3. Complaints relating to academic activities should be referred to the respective head of department
4. If a complaint relates to the actions of two or more departments, the staff member receiving the complaint must confer with the other area(s) to decide who will take the lead. The complainant will be informed of which department is dealing with the complaint and given contact details. Coordination may then be required between the different departments involved to ensure that the complaint is fully addressed in a single response.
5. Complaints relating to conditions of service, interpersonal relations in the workplace should be addressed through the human resources manager.
6. Complaints should be genuine and not based on rumours, attitudes or assumptions.
7. The complainant must be prepared to testify at any level together with the witness mentioned therein.

8. The college will receive and deal with complaints that affect and have their background within the work setting.
9. Complaints relating to social and community activities whose background are not the college may not be addressed within the college's structures
10. Complaints raised by third parties acting as representatives as long as the individual(s) affected have given their personal consent providing clear written authority for the third party to act on their behalf.
11. Collective complaints will be managed on a case-by-case basis depending on the nature of the complaint. Such complaints must be managed by one relevant member of staff to ensure consistency of approach and outcome. Each individual member of the collective complaint must provide their individual details and signature as required

1.5. Monitoring and review

The management and the examinations committee will monitor the implementation and revision of this Policy. Authority is delegated to the Heads of Departments and line managers to monitor activities in relation to this policy. The college will gather statistical information on nature, type and number of complaints of students and staff. Information collected will be reported to the management, and will be used to evaluate the application of the policy and whether there are any existing gaps. This policy shall be reviewed in the event of a change to relevant legislation, and in any event on annual basis by the Board of governors based on the recommendations of the college management.