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Date: 24/11/2016

Prot. No.: 137/11/16

Version	Date	Description	Author
1	December 2016	IBCM Complaint Procedure	FA/SS

I. Policy Purpose

The purpose of this policy is to regulate the procedure and steps that students need to follow in order to file an official complaint against a faculty or administration staff member.

II. Informal resolution

Students are encouraged to resolve the issue informally with the staff member, lecturer or head of the department. Students can also ask the head of department to informally try to resolve the issue with the faculty member. In the case that a complaint is subjected towards the head of department, the student can request a Quality Assurance Department Member to try and informally negotiate a resolution.

In the case of an administration staff member being subjected with a complaint, informal resolution shall be requested at the Quality Assurance Department.

III. Formal complaint

If the informal resolution is unsuccessful, then the student may file a written complaint with the Head of Department or Quality Assurance Department. If the subject of the student's complaint is the Head of Department, students shall file the complaint directly to the Quality Assurance Department.

A.

The formal complaint shall be filed within 10 days of the issues occurrence. The complaint shall be as specific as possible about the alleged conduct that has occurred. The Head of Department or Quality Assurance Office member shall send an acknowledgement of the complaint within two working days.

B.

The person conducting the process of resolving the issue will be referred to as the Facilitator.

C.

The Facilitator that is designated to find a resolution has to immediately inform the staff member about whom the complaint is made in written, along with a letter stating that the filing of the complaint does not imply that any wrongdoing has occurred and that a staff member must not retaliate in any way against a student for having made a complaint.

D.

The Facilitator must meet with both parties, either separately or together based on the sensitivity of the case, in order to discuss the complaint, gather specific information and try to find a resolution.

E.

If a resolution cannot be found, and the Facilitator concludes that the facts presented by the student are not enough to stimulate a proper investigation, he or she shall issue a written report dismissing the complaint and set forth the reasons for it. The written report shall be sent to all involved parties (student, subject of complaint, head of department, management and other relevant stakeholders).

F.

In the case that the Facilitator is unable to find a proper resolution to the complaint, but there is a sufficient amount of evidence supporting students' case, the facilitator shall conduct a more thorough review. The Facilitator shall separately interview the complaining student and/or students, the faculty or administration member and any other relevant party. The identity of the ones interviewed shall remain anonymous to the extent the case allows. Depending on the sensitivity of the case, both parties are allowed to have a representative (SRC representative) present during the meetings, the interview and any meeting.

G.

At the end of the review, the Facilitator shall issue a written report setting forth her or his findings and recommendations and actions taken to resolve the issue with particular focus on justifying the decision, in accordance to the protection of academic freedom. Except for extraordinary cases, the written report must be issued within 10 calendar days of the date the complaint was filed.

Appeals Procedure

If either the student and/or staff member is not satisfied with the report of the Facilitator, they may file a written appeal to the management (College Director) within 5 calendar days of the issue of the written report.

A.

The College Director shall review the report and not overturn any of the findings that have been made unless it can be factually proven that inaccurate or lacking in sufficient detail to justify the decision. In that case the College Director agrees and further supports the initial decision made, he/she may issue another statement confirming the primary decision.

B.

In case that the College Director does not support the initial decision and/or concludes that the facts gathered by the Facilitator are insufficient to justify the decision, he/she may issue a statement requiring the Facilitator to continue the investigation for another 5 calendar days and update the written report to match the new found facts.

Subsequent Action

Following the completion of these procedures, the college's management (Director) shall make decision for appropriate actions to take, such as, disciplinary actions. Any decision issued by the Director is final and cannot be appealed and shall become part of the employee HR file.