

Aim of the Service

DIFC is committed to providing a quality service to its students. DIFC aims to give the best service possible, but there may be times when you feel this has not happened. We are interested to know of any concerns you have about the work of our academic or administrative team, and encourage you to make these known as early as possible.

Concerns about a staff member

Steps to follow if you have a complaint about one of the academic or student services staff members:

Most difficulties can be settled informally at an early stage by talking directly to the staff member involved. Doing so provides the opportunity to discuss your concerns in detail. The staff member concerned will understand that you are taking responsibility for yourself in your relationship with them. This can be very helpful, as it allows for the possibility of clearing up any inadvertent misunderstandings and/or correcting possible mistakes.

If you feel unable to do this, or have done so but still feel dissatisfied; you can communicate your concerns to your Course Leader, by email or in person.

The Course Leader will speak to the staff member concerned and may also suggest a 3-way meeting if this is mutually agreed. If it is not appropriate to approach the Course Leader, e.g. if he/she is the cause of your concern, you can ask to speak to Eimear Morhan, College Principal.

Your concern will be listened to and he/she will do what is possible to promote clear communication aimed at resolving the problem.

Concerns about any other aspect of the service provided at DIFC

Where your complaint is to do with DIFC policy or delivery, as opposed to the work of an individual staff member, you can raise your concern informally with any member of staff at any time, or you can communicate your concern to your Course Leader either by email or in person. Alternatively, you can take the opportunity to comment anonymously when completing the Student Feedback Surveys which are conducted once per semester.

Formal complaints

Student Services also has procedures in place for addressing complaints more formally. You can find out more about these by reading the document entitled Complaints Procedures (Part B) – Formal. Copies are available from the Student Services Office.

DIFC also has informal procedures in place by means of which you can draw attention to problems and have these attended to. You can find out more about these procedures by reading the leaflet entitled Complaints Procedures (Part A) – Informal. This information can also be found in your Student Handbook.

Aim of the Service

DIFC is committed to providing a quality service to its students. DIFC aim at all times is to give the best service possible; however there may be times when you feel this has not happened. As part of our best practice, it is important that we have a clear and efficient procedure in place to deal with complaints.

The following information will help you think through what to do if you have a complaint.

General Principles

- We will attempt to deal with the complaint in a transparent and equitable manner.
- A full written account of the complaint must be submitted.
- Those being complained against have the right to reply.
- The complainant has a right to representation.
- There are separate processes for investigating the complaint and deciding on the outcome of the complaint.
- All formal complaints will be dealt with by the College Principal.
- In the event that the College Principal has a prior involvement or a conflict of interest, an independent investigator will be appointed by the College President, who will deal with the matter.

A complaint could concern either:

The professional conduct of a DIFC Staff member or College policy or any other aspect of service delivery.

In both cases the process to be followed is similar. The main difference is that if the complaint is about an individual staff member then that person has a right to reply. In order to investigate the complaint, it will be necessary to reveal the identity of the complainant to individuals involved in the investigation. Every effort will be made to observe confidentiality and to ensure that information concerning the complaint is restricted.

Making a formal complaint about the professional conduct of a staff member:

If informal resolution is not possible, or you decline to use informal means, you can consider the following:

Level 1: Student Services

Submit your complaint in writing to the College Principal. Receipt of your complaint will be acknowledged within 2 working days. The complaint must be specific and fully documented. You will need to provide details, including your name and address, dates, locations and relevant documentation as appropriate. You should also describe any previous attempts at resolution. Finally, you should state what reasonable steps you think could be taken to resolve the complaint.

The staff member involved will also be asked to submit his/her own account, including what reasonable steps have been or could be taken to resolve matters. The College Principal will give your concerns full and careful consideration, and provide you with a written response about the outcome within 10 working days.

If the matter remains unresolved, or your complaint relates to the College Principal, then the DIFC College President will manage the complaint.

Level 2

The College Principal is answerable to the President of DIFC, Mr. Diarmuid Moroney. If you consider that the complaint has not been adequately addressed at the first level, you can request a review by submitting your complaint in writing to the College President. Receipt of your submission will be acknowledged within 5 working days. The complaint must be specific and fully documented.

You will need to provide details, including your name and address, dates, locations and relevant documentation as appropriate. You should also describe any previous attempts at resolution. Finally, you should state what reasonable steps you think could be taken to resolve the complaint.

The College Principal will also be asked to submit his/her own response, including what reasonable steps have been or could be taken to resolve the complaint.

The College President, in consultation with the Senior Management Team, will address your concerns fully and provide you with a written response about the outcome of the review.

Outcomes

If the internal enquiry, at whatever level, finds that a staff member has acted professionally and appropriately, DIFC will take no further action. However, if the internal enquiry finds that a staff member has acted in an unprofessional manner, this would then be a matter for disciplinary proceedings.

The purpose of this form is to provide information concerning a complaint as set out in the DIFC Complaints Procedures Formal. The form must be used when pursuing a complaint, as outlined in the procedures form Part B. The completed form should be submitted to the appropriate senior member of staff listed in the procedures.

Section 1

Personal details of complainant:

Name	
Address	
Telephone Number	
Mobile Number	
Email address	
NCUK Number	

If a representative has been appointed, please provide the details of the representative.

Name	
Address	
Telephone Number	
Mobile Number	
Email address	

Section 2

In order to investigate the complaint it will be necessary to reveal the identity of the complainant to individuals other than the recipient of this form. Every effort will be made to observe confidentiality and to ensure that information concerning this complaint is restricted.

Please sign below to indicate that you understand that details of the complaint will be provided to individuals where this is deemed necessary by the investigator.

Signed	
Date	

Section 3

Please set out below the main points of the complaint. The complaint will not normally be considered if it is received after 12 months of the last incident to which the complaint refers to or after 6 months if the complainant has left DIFC, whichever is the earlier.

Section 4

Please detail any action already undertaken to achieve a remedy.

(Attach any relevant documentation in this respect to this form)

Response Received

Why does ongoing dissatisfaction remain?

Section 5

Please state the outcome you wish following consideration of the complaint.

Please provide the following: (tick)

Chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.

A copy of all relevant correspondence and other documentation.

For Official Use Only:

Date of Receipt of this Complaint: _____

This form is copied to _____