



UNIVERSITY
FOUNDATION
PROGRAMME

DIFC Student Complaints Procedures (Part A) – Informal

DIFC is committed to providing a quality service to its students. We aim 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 any staff member of DIFC and encourage you to make these known as early as possible. A time limit of 6 months applies to the raising of a complaint.

Concerns about a Staff Member

Steps to follow if you have a complaint about a staff member:

- 1) Most difficulties can be settled informally at an early stage by talking directly to the staff member. 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 DIFC. This can be very helpful, as it allows for the possibility of clearing up any inadvertent misunderstandings and/or correcting possible mistakes.
- 2) If you feel unable to do this, or have done so but still feel dissatisfied, you can ask to speak to the Academic Manager or Students Services Manager by phone or in person.
- 3) The Academic manager 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 Academic Manager, i.e. if this is the staff member you have concerns about, you can ask to speak to the Academic Operations Director.
- 4) 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 DIFC

When 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 ask to speak to the Academic Manager by phone or in person. Alternatively, you can take the opportunity to comment anonymously by completing a DIFC Survey.

Contact details

Academic Operations Director
Room D118
DIFC College
Griffith Campus , Dublin 8
Email: brian@difc.ie

DIFC Student Complaints Procedures (Part B) – Formal

DIFC 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*. Copies are available in the Student Handbook.

DIFC is committed to providing a quality service to its students. DIFC aims at all times to give the best service possible. As part of our best practice, it is important that DIFC 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.
- If the complaint is about a staff member.
- If the complaint is about the Academic Manager or Student Services Manager or any other DIFC Manager, it will be dealt with by the Academic Operations Director.
- If the investigator has a prior involvement or a conflict of interest, the matter will be dealt with in the first instance by the Director of DIFC. In the event of prior involvement by the Academic Operations Director, an independent investigator will be appointed who will deal with the matter.

A complaint could concern either:

The professional conduct of a staff member

or

DIFC 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. If the complaint is about DIFC policy, then it must be addressed to the Academic Manager or the Student Services Manager.

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

If informal resolution is not possible, or you decline to use informal means, you can consider the following (contact details of all those referred to are listed at the end of this document):

Level 1: Academic Manager or Student Services Manager

Submit your complaint in writing to the Academic Manager or Student Services Manager. Receipt of your complaint 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 officer 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 Student Services Manager 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, then the DIFC Academic Operations Director will manage the complaint.

Level 2

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 Academic Operations Director. 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 Academic Operations Director, in consultation with the Board of Directors will address your concerns fully and provide you with a written response about the outcome of the review with 10 working days.

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 and further action.

The outcome of the internal enquiry will be communicated to you.

Complaints Procedures (Part B) – Formal

DIFC Student Complaint Form

The purpose of this form is to provide information concerning a complaint. The form must be used when pursuing a complaint, as outlined in the procedures from 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 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.....

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