

Complaints procedure for students

1 General

Regal International College offers students the following set procedures for any general complaints that students may have other than regarding examinations. The college recognizes that at certain occasions it may be necessary for students to take matters to concerned authorities for resolution of the same.

2. Instances when a complaint procedure may be needed

All students are expected to behave in accordance with the equal opportunities, health and safety and other policies of the college as per student hand books.

The following instances have been identified as possible problems that may need to be redressed.

1. Disrespect for staff/ students' dignity
2. Disregard for staff/ students' safety
3. Intentional neglect or lack of communication
4. Verbal attack, abuse or inappropriate anger
5. Humiliating or belittling words or tasks
6. Sexual harassment
7. Requiring personal services
8. Destruction of personal/ college property
9. Complaints against management of the college
10. Complaints against individual students.
11. Complaints against individual lecturers.

3. Procedure to follow before a formal written complaint is considered

- The students should approach the concerned lecturer if there is a problem not involving the lecturer. The lecturer would talk to concerned students/ other persons and arrive at a suitable solution. If the matter can not be satisfactorily resolved he/ she may bring it to the notice of the management.
- If the problem concerns the lecture the next person to be contacted will be the course coordinator or the management. The matter will be looked into and a suitable solution will be arrived at.
- Students are encouraged to try and resolve the matter by oral communication before proceeding to write a letter of complaint.

4. Procedure for submitting letter of complaint

In all the cases of a complaint being necessary the letter is addressed to Head of Administration, except item number 11, when the complaint is addressed to the concerned examining body of the course pursued by the student or staff bringing up the issue.

The letter should have the following details.

- The complainant's name, address, e-mail and phone number.
- Course the student is enrolled in or the lecturer teaches

- Nature of the complaint –refunds, misinterpretation, unfair practices etc.
 - Date of occurrence and time if applicable.
 - Names and addresses of college officials contacted, action taken so far etc.
 - Copies of pertinent documents such as enrolment papers etc.
 - An explanation of what steps have been taken so far by the parties concerned.
- 5.1 Any instance of a student being treated in such a manner as to be an affront to their dignity by any other person should be brought to the notice of the college administration.
 - 5.2 All complaints must be formally made in the set procedure, giving all possible clear and true details concerning the incident
 - 5.3 The management will look in the matter and conduct disciplinary interviews, call for witness statements, call for personal letter of apology and assurance of such an action not being repeated.
 - 5.4 Further disciplinary action as deemed appropriate and fit will be taken by the administration towards the concerned staff or student.
 - 5.5 When the grievance is against the administration of the college, the appropriate action will be taken by the examining bodies concerned
 - 5.6 When the charges made are found to be groundless or exaggerated, the persons concerned with bringing up the complaints will be considered for disciplinary action as may be seen fit by the management
 - 5.7 When the issues arising are of a very serious nature, external advisor will be invited to ensure impartial settlements being reached.
 - 5.8 Persons being charged with any of the issues in section 2 will be given every opportunity to prove their innocence and also given the support of external assistance such as legal advisor/ friend/ family member.
 - 5.9 Care will be taken by the college at all times to be impartial and fair to all the concerned parties and to ensure that just and satisfactory outcomes are reached.