



TUS

Ollscoil Teicneolaíochta na Sionainne:
Lár Tíre, An tIarthar Láir

Technological University of the Shannon:
Midlands Midwest

TUS Student Complaints and Problem Resolution Procedure 2026 – 2026



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1.0 Introduction

Technological University of the Shannon: Midlands Midwest (hereafter referred to as the Technological University or TUS) is a regionally focused higher education institution with a national and international outlook. It empowers its diverse student body by providing a quality higher education experience, enabling economic, social and cultural development. The mission of the TUS includes the aspiration to be a contemporary and engaged Technological University distinguished by outstanding learner experience, international focus and impactful and applied research. TUS strives to be a leading provider of higher education that is student-centred, research informed, industry-relevant, and accessible to all. ^[1]

Among its shared values include a commitment to Professionalism, Supportiveness, Transparency and Integrity. ^[1]

- Professionalism: we will be professional and respectful in all our interactions with students, staff members and other stakeholders; we will continuously refine our professional practice to take account of relevant research and scholarship
- Supportiveness: we will provide a supportive and protective environment for students, staff members and other stakeholders that empowers them to achieve their full potential
- Transparency and Integrity: we will be open, transparent and accountable, and we will display integrity in all our dealings with staff, students and other stakeholders

TUS is committed to delivering a high-quality educational service to its Students and to providing a supportive learning environment. It is committed to maintaining and to monitoring an effective procedure to allow all members of its Student community to raise any Technological University related problems encountered or raise any legitimate complaints they have. TUS will endeavor to ensure that all issues are treated conscientiously, objectively, and constructively, and where there is cause for concern and a case for improvement in the services provided by TUS, that all reasonable steps will be taken to resolve any issues identified.

2.0 Purpose of the Procedure

The Purpose of the *TUS Student Complaints and Problem Resolution Procedure* is to provide a mechanism for Students invoking the procedure to resolve complaints and problems internally without recourse to legal procedures. It is for this reason that the procedure provides for a number of stages, both informal and formal, in the handling

of a complaint or problem.

The procedure outlined may be utilised to informally resolve where possible or to investigate complaints or problems made by Student(s) of TUS with respect their experience as Students. The purpose of the procedure is to outline the steps for Students to undertake if they wish to make a complaint or are experiencing a problem and to provide a route to the resolution of the issue they are encountering.

3.0 Scope of the Procedure

3.1 Applicability of the Procedure

This *Student Complaints and Problem Resolution Procedure* is open to all registered Students of the Technological University.

In accordance with Section 2 of the Technological Universities Act 2018^[2], "student, in relation to an institute or technological university, means-

- (a) a person registered as a student by the institute or technological university, or
- (b) a full-time officer of the student union who was first elected to his or her office while he or she was registered as a student by the institute or technological university;"

Furthermore, the Procedure is also open to any person who was a registered Student provided they invoke the Procedure within 3 months of graduation or last day of attendance at TUS (as applicable) and the subject matter of the complaint or problem relates to acts or omissions that occurred whilst the person was a registered Student.

3.1.1 Students may invoke the procedure in relation to TUS Services and Student Life (including the behaviour of another Student(s)).

3.1.2 The Procedure can be invoked by Students on an individual or collective basis. However, it can only be invoked by Students directly impacted by the complaint or problem. It cannot be invoked on someone's behalf.

3.1.3 Where a complaint or problem relates to the Technological University itself, rather than a particular member of staff, department or service, the issue should be referred to the Registrar who will determine who should respond to the complaint or problem on behalf of TUS.

3.2 Exclusions of the Procedure

3.2.1 The Procedure does not apply to complaints raised or appeals in relation

to academic assessment and decisions of examination boards pertaining to Student progression, assessment and awards. Such matters are dealt with under the Technological University's Examination Regulations as specified in *TUS Marks and Standard* ^[3] and *TUS Assessment Regulations*. ^[4]

3.2.3 The Procedure does not replace or take precedence over other Technological University procedures. Where an issue is raised which falls within the ambit of another Technological University procedure, the complainant will be advised of this and will be requested to avail of the appropriate procedure.

3.2.4 The Procedure does not apply to matters relating to Student discipline and such matters are dealt with under the *TUS Student Code of Conduct and Discipline*. ^[5]

3.2.5 The Procedure does not apply to alleged incidents of harassment or bullying between Students. Such alleged incidents will be dealt with under the *TUS Student Policy on Dignity and Respect: Dealing with Harassment and/or Bullying among Students*. ^[6]

3.2.6 A Staff complaint about a Student of harassment and/or bullying or other related disciplinary matter shall be dealt with under the *TUS Student Code of Conduct and Discipline*. ^[5]

4.0 Principles Underlying the Procedure

The principles underlying this procedure include the adoption of informal mechanisms to resolve student problems, and where necessary, to take recourse to formal procedures.

TUS aims to handle matters raised under this procedure in a way that:

- a) Encourages informal resolution nearest to the point of origin;
The procedure aims to ensure that complaints and problems are resolved amicably in so far as possible. It is expected that most complaints and problems will be resolved at the informal stage.
- b) Is efficient, fair and courteous;
An open, fair and accessible *Student Complaints and Problem Resolution Procedure* is in everybody's interest and its existence encourages the prompt resolution of complaints and problems at the informal stage.
- c) Facilitates effective and agreeable resolution;
TUS encourages its Students to use the procedure in a positive spirit to improve the quality of life and study at the Technological University.

TUS recognises, however, that some issues cannot be resolved by informal means alone and may require the intervention of outside parties. A formal procedure is therefore available to Students should the informal pursuit of a resolution to a complaint or problem at a faculty/school/departmental level prove unsatisfactory.

TUS will endeavour to respect confidentiality during all Stages of the procedure where appropriate.

5.0 Statutory Rights

The upholding of a complaint under the procedures described in this Policy does not take from the natural justice and procedural rights of any Student of TUS.

- 5.1 A Complainant shall be allowed various rights of appeal in accordance with any agreed procedures of the Technological University;
- 5.2 Nothing in the informal or formal procedures set out in policy can overrule the statutory rights of an individual;
- 5.3 The Procedures outlined this policy will be implemented in a manner compliant with the Data Protection Acts 1988 to 2018^[7]; and the General Data Protection Regulation (EU) 2016/679^[8] and the *TUS Data Governance Policy*^[9].

6.0 The Student Complaints and Problem Resolution Procedure

6.1 The Stages of the Procedure

There are three discrete stages to the procedures for dealing with complaints or problems raised under this policy. A student invoking this procedure to address their complaint or problem shall normally initiate Stage 1, Informal Procedures. However, a Student may proceed to Stage 2 (Formal Procedure) without resorting to Stage 1 (Informal Procedure) upon consultation with their Head of Department. Stage 3 of the procedure (Appeal Procedure) may only be invoked if Stage 2 has been completed.

Stage 1: Informal Procedures

- (A) Local Resolution
- (B) Consultation

Stage 2: Formal Procedure

Investigation by Investigating Officer

Stage 3: Appeal to the Student Complaint and Problem Resolution Review Panel.

An overview of the Stages and key steps of the Procedure is provided in a flow diagram in Appendix 2.

6.2 Definitions of Persons/Committees Involved

The following definitions apply to the persons involved in the procedures as outlined in this policy:

Person	Definition
Student	A Student who invokes this Complaints and Problem Resolution
Subject of a Complaint	A member of the TUS community who is the Subject of a complaint in the context of the invocation of this procedure.
Student Facilitator ¹	A person nominated by the Technological University to provide impartial advise to Students on the operation of the Policy and to coordinate the formal Stages of this procedure.
Informal Procedures	
Head of Department	The Head of Department, or their nominee, in which the Student is registered on a programme.
Mediator ²	A person nominated by TUS trained in Mediation to assist with the informal resolution stage of this procedure.
Formal Procedures	
Investigating Officer ³	A senior member of TUS Staff such as a Head of Department, Head of Functional Area or a Dean of Faculty/School, or their nominee, appointed by the Registrar/Assistant Registrar in accordance with Section 6.6.2 of this Policy.
Complaints and Problem Resolution Appeals Board ⁴	<p>An Appeals Panel organised by the Student Facilitator in consultation with the Registrar to review an Investigation and Findings of a complaint conducted under the Formal Stage 2 Investigation of this procedure.</p> <p>The composition of the Complaints and Problem Resolution Appeals Board is specified in Section 6.7.6 of this Policy</p>

1. The roles of the Student Facilitator is to:
 - a) provide Students with advice in relation to the workings of this policy;
 - b) play a coordinating role at Stage 2 and Stage 3 of this procedure; For further details on the role of the Student Facilitator, see Appendix 1.
2. The role of the Mediator is to:
 - a) act as a trusted person or mediator at the Informal Stage 1 (B) of this procedure.
3. The primary role of the Investigating Officer is to:
 - a) investigate any complaint on behalf of the Technological University during the Formal Stage 2 of this procedure.
4. The primary roles of the Complaints and Problem Resolution Appeals Board is to:
 - a) review an Investigation and Findings of an alleged complaint conducted under the Formal Stage 2 of this procedure;
 - b) make a decision with respect to the review of the Formal Stage 2 Investigation of this procedure;
 - c) determine appropriate action (Section 6.7.9) with respect to their decision during the Formal Appeal of this procedure;
 - d) communicate the outcome of the review to the relevant parties.

6.3 Rights of Persons Involved

- 6.3.1 Those about whom problems are raised have a right to know what issue is being raised and who is invoking the Procedure.
- 6.3.2 At any stage of this procedure a Student invoking the Procedure or an Technological University Staff member who is a Subject of a Complaint may wish to be supported by an accompanying person.
- 6.3.3 The privacy and confidentiality of all parties to the Procedure will be respected in accordance with the Procedure. Where it may be necessary to disclose information to others in order to deal with the complaint or problem the parties concerned will be informed in advance of such disclosure.
- 6.3.4 Staff involved in handling the various stages of a particular complaint or problem are obliged to ensure that invocation of the procedure by Student(s) does not impact on the equal treatment of those Student(s) in all aspects of Technological University life.
- 6.3.5 Students considering invoking this Procedure may seek informal support and advice from:
 - a) Student Support Services;
 - b) Class Representative;
 - c) A Staff Member;

- d) Head of Department;
- e) TUS Student Facilitator.
- f) Students Union.

Student Union supports are offered by all TUS SU Officers with additional information available through the National Student Engagement Programme (NStEP) Class Representative training and on the TUS SU Webpage.

In this context, the role of the parties listed in providing informal support and advice is independent of the *Informal and Formal Resolution Stages* of this procedure.

- 6.3.6 Any Student that is a party to the Procedures set out in this Policy has a right to access Student Support Services where relevant.

6.4 Stage 1 (A), Informal Procedure - Local Resolution

Prior to initiating a formal stage of this Policy, a Student must seek to informally resolve the complaint or problem locally. If a Student is experiencing a problem or wishes to make a complaint they should raise the issue with the member of Staff or other person responsible, with the aim of resolving the issue directly and informally. It is anticipated that the majority of complaints and problems will be resolved informally in this manner.

Stage 1 shall normally be an oral process and a written record will not be made.

- 6.4.1 If a matter of Technological University policy or practice is the source of the complaint or problem, the Student invoking the Procedure should seek to identify the person with local responsibility for its implementation, operation or practice.
- 6.4.2 If a Student invoking the Procedure wishes to make a complaint about a Technological University Staff member, they should try to approach the member of Staff in the first instance.
- 6.4.3 In order to ensure that an issue is raised at a mutually convenient time, the Student invoking the procedure should try to arrange an appointment with the member of Staff. Both the Student and Technological University Staff member may request the presence of a colleague at the meeting.
- 6.4.4 If a Student invoking the Procedure feels unable to approach the individual concerned directly, or is not satisfied with an initial response to a complaint, they should use the next stage of the procedure as outlined in Section 6.5.

6.5 Stage 1 (B), Informal Procedure - Consultation

Where it has not been possible to resolve matters satisfactorily as outlined in Stage 1 (A), the Student should arrange to meet with their Head of Department, or their nominee, to outline the nature of their complaint or problem and to informally discuss the issue. Depending on the nature of the issue, the Head of Department may explore if there is further scope to resolve the matter locally and informally and advise the Student accordingly.

If there is no further scope for local resolution, the Head of Department/Student may seek a meeting with a Mediator. The Mediator does not have any decision-making role in this context. Their role is confined to facilitating the parties in reaching a mutually agreeable solution.

6.5.1 The Student will arrange to meet their Head of Department and informally outline the nature of the complaint or problem. The Head of Department will explore and discuss with the Student if there is any further scope to resolve the matter locally.

6.5.2 The Head of Department will consider the further steps that may need to be taken to resolve the issue raised and communicate with departmental and other Technological University Staff ensuring confidentiality as appropriate.

6.5.3 If the complaint or problem relates to a dispute between two parties, the parties may opt for a Mediator to act as a facilitator to any further discussions to reach a mutually agreeable solution. This process is only possible with the agreement of the Head of Department and both parties to the dispute.

6.5.4 Where it has not been possible to resolve matters satisfactorily at a local level, the Student may opt to invoke Stage 2 of this Procedure- Formal Investigation by an Investigating Officer.

6.5.5 It is recognised that there may be exceptional circumstances in which the Student may wish to progress their issue(s) directly to Stage 2, in consultation with the Student Facilitator/Head of Department, if they feel it would not be possible to resolve the issue informally through Stage 1.

6.6 Stage 2: Investigation by Investigating Officer

6.6.1 If the issue is not resolved at Stage 1 (or in exceptional circumstances as referenced in Section 6.5.5), the Student should submit a written account of the complaint or problem to the Student Facilitator, using the *Student Complaints and Resolutions Application Form* ([Appendix 3](#)). The Student may include any

relevant supporting documentation with the application form.

- 6.6.2 The Student Facilitator, in consultation with the Registrar/Assistant Registrar, or their nominee, will arrange for the appointment of an Investigating Officer. This shall normally be a senior member of TUS Staff such as a Head of Department, Head of Functional Area or a Dean of Faculty/School or their nominee. The Investigating Officer shall not be a party to the Complaint or Problem raised.
- 6.6.3 The Student Facilitator will submit a copy of the written complaint to the Investigating Officer and request that an investigation into the complaint or problem be conducted. A copy of the application will also be submitted to the relevant Dean of Faculty/School and the Head of Department or Head of Functional area as applicable.
- 6.6.4 The Investigating Officer shall acknowledge within 5 working days that the completed *Student Complaints and Problem Resolution Procedure Application* has been received and, as part of the process of attempting to establish the facts, deal with the matter as follows:
- a) Supply a copy of the completed *Student Complaints and Resolutions Application Form* to any member(s) of Staff concerned;
 - b) Arrange a meeting(s) with relevant parties to the complaint or problem either separately or jointly with a view to resolving the issue(s). Any witnesses considered by the Investigating Officer to be relevant may also be interviewed. Such a meeting(s), should be minuted on paper and normally take place within ten working days of receipt of the written *Student Complaints and Resolutions Application*;
 - c) The Student and any Technological University Staff may each be accompanied in any meetings by another person of their choice;
 - d) As this process is internal to the Technological University, legal representation is not permitted.
- 6.6.5 The Investigating Officer shall review and consider all the available evidence and shall normally complete the investigation within 14 working days of receiving the application. If the process takes longer, the Student will be notified in writing of the reasons for the delay and the likely timescale for concluding the process.
- 6.6.6 When the complaint or problem has been investigated in full, the Investigating Officer shall decide with respect to the complaint/problem and will notify the Student who has invoked the procedure and the Subject of the Complaint and/or any other party (if applicable), in writing, of their conclusions. The precise

nature of any action to be taken will depend on the circumstances of each case. Such actions by the Investigating Officer may include one or more of the following:

- a) indicating whether the matter has been resolved to the satisfaction of all parties;
- b) deciding what action is appropriate with respect to their decision;
- c) recommending that the Technological University take certain specified steps to resolve the problem;
- d) directing that the parties involved in the complaint or problem amend their behaviour or practices as appropriate;
- e) directing a complaint be withdrawn;
- f) ruling that the complaint or problem was without merit;
- g) ruling that the complaint or problem was without merit and actuated by malice or an improper motive and consequently considering invoking the Student code of conduct and Discipline;
- h) directing that the Subject of the Complaint apologise to the Complainant and specifying if the apology should be verbal and/or in writing;
- i) directing that the Complainant apologise to the Subject of the Complaint or any relevant parties for making a vexatious, malicious or mischievous complaint;
- j) warning parties as to future conduct and detailing possible action for further infringements including invoking the Student Code of Conduct and Discipline;
- k) recommending that the matter should be progressed further through other Technological University procedures, including Student and Staff Procedures as appropriate;
- l) other specified action(s) depending on the nature of their findings.

6.6.7 The decision and any action taken by the Investigating Officer at this stage of the Procedure shall be recorded on the *Official Use Only* Section of the *Student Complaints and Problem Resolution Application Form*.

6.6.8 The Investigating Officer shall communicate the outcome to the Student Facilitator and to the Head of Department in instances where they are not the Investigating Officer. A copy of the completed *Student Complaints and Problem Resolution Application Form* shall be appended to the written response sent to all parties.

6.6.9 If either the Complainant or Subject of the Complaint that is party to the application, are not satisfied with the decision and action taken under Stage 2

an appeal can be made to the Student Complaint and Problem Resolution Review Panel.

6.7 Stage 3: Appeal to the Student Complaint and Problem Resolution Review Panel

6.7.1 The purpose of the review panel is to:

- a) consider and review the internal investigation;
- b) assess if the decisions and actions taken were reasonable in the circumstances;
- c) aim to reach a final internal Technological University decision which is fair and just.

6.7.2 Both the Complainant and the Subject of the Complaint may appeal:

- a) the decision of the Investigating Officer;
- b) the actions imposed by the Investigating Officer with respect to their decision;
- c) both (a) and (b) above.

6.7.3 The appeal should be submitted to the Student Facilitator in writing using the *Appeal to the Student Complaints and Problem Resolution Review Form (Appendix 4)*. This should normally be submitted within 10 working days of receipt of the response from Stage 2. The Student should detail the reasons for requesting the findings of the Investigating Officer to be reviewed.

6.7.4 The Student Facilitator will acknowledge receipt of the request for review within 5 working days of receipt of the appeal.

6.7.5 The Student Facilitator in consultation with the Registrar shall arrange the selection of the Review Panel and convene a meeting of the Panel normally within 14 working days of receipt of the request.

6.7.6 The Panel shall comprise of:

- a) the Chairperson, who shall be a Dean of Faculty/School, or their nominee, not previously involved in Stage 2;
- b) a member of Academic Council;
- c) a Staff member of the Technological University from a different Department (not involved in the preceding Stages);
- d) a representative from the TUS Student Union (not involved in the preceding Stages);
- e) the Secretary to the Appeal Board shall be the Student Facilitator, (their role shall include sending all correspondence to the Appeals Panel and any other relevant parties and convening all associated meetings).

- 6.7.7 As part of its review, the Panel will have access to all prior records and documents arising from the initial *Student Complaints and Problem Resolution Procedure* application. The Panel may request to meet with all parties involved.
- 6.7.8 Any additional or new information may normally only be submitted if, in the opinion of the panel, it was reasonably not available during Stage 2, Formal Application to Head of Department. However, the Review Panel may at its discretion accept new information if it deems it appropriate.
- 6.7.9 The Review Panel shall endeavour to have completed its review within 30 working days of receipt of the Appeal for Review and has the authority to take the same action as the Investigating Officer (Section 3.8.8). Having completed its review, the Panel will make a determination which may include one or more of the following:
- a) upholding the original decision of the Investigating Officer;
 - b) modifying the original decision of the Investigating Officer;
 - c) overturning the decision of the Investigating Officer;
 - d) requesting a further Stage 2 formal hearing and reconsideration of findings;
 - e) making a further determination as specified in the findings of the Stage 2 Investigation (Section 6.6.7);
 - f) making non-binding observations relating to the substantive problem for the Technological University to consider;
 - g) making such recommendations to Academic Council and/or Governing Body as are appropriate and in pursuance of the power vested in them by Statute.
- 6.7.10 The Secretary to the Review Panel (Student Facilitator) shall send written confirmation of the Panel's determinations within 5 working days of the conclusion of the review to the relevant parties including the Subject of Complaint (if applicable) and the relevant Dean of Faculty/School and Head of Department.
- 6.7.11 TUS will ensure as far as is reasonably practicable that where an application under this Procedure is upheld appropriate remedial action is taken.
- 6.7.12 The decision of the Student Complaint and Problem Resolution Review Panel shall be final and binding within this Procedure. This outcome does not interfere with the Statutory Rights of any parties to the application.

7.0 Referral to the National Ombudsman's Office

- 7.1 If the Complainant or Subject of the Complaint feels that they have been unfairly treated or is not satisfied with the Technological University's decision, it is open to them to contact the Office of the National Ombudsman. By law, the National Ombudsman can investigate complaints about any of the Technological University's administrative actions or procedures. The National Ombudsman provides an impartial, independent and free dispute resolution service.
- 7.2 The time limit for making a complaint to the National Ombudsman is 12 months from the date the action complained of occurred or the date that the complainant becomes aware that action occurred (whichever is later).
- 7.3 If the complainant is a child or young person under 18 (or an adult who knows a child who they feel has been unfairly treated) it is open to them to contact the Ombudsman for Children's Office. By law, the Ombudsman for Children's Office can investigate complaints about any of the Technological University's administrative actions or procedures.

8.0 Vexatious, Malicious or Mischievous Invocation of the Procedure

- 8.1 While Students are encouraged to avail of this Procedure and will be provided with all necessary support, it should only be invoked in the case of legitimate complaints or problems.
- 8.2 Making a complaint which is found to be vexatious, malicious or mischievous may be considered a breach of this Procedure which may be subject to further action under the Student Disciplinary Procedure. For the avoidance of doubt, a complaint that is not upheld is not necessarily vexatious, malicious or mischievous. It is generally only in exceptional cases where there is evidence that the Student(s) made a complaint relating to illegitimate grievances that such further action will be considered by the Technological University.
- 8.3 TUS shall endeavour to ensure that the reputations and professional integrity of members of Staff are protected in so far as possible from unsubstantiated complaints.

9.0 Recording of the Procedure

A record of all formal Disciplinary Procedures pursued under this policy shall be kept by the relevant Head of Department in the Students' file for the duration of their registration on the programme. For cases deemed to be of a serious nature, a record

may be held for a period of time as designated by the Technological University, on a case by case basis, in accordance with the Technological University's records policy.

- 9.1 The Student Facilitator shall complete the *Official Use Only* sections of the Forms associated with the Procedure of the formal Stages of Investigation and Appeal (Appendices 3, 4).
- 9.2 Offences which constitute breaches of the Technological University's Academic Regulations may be recorded on the relevant section of the Student Record.
- 9.3 All records held in relation to the implementation of this Procedure shall be compliant Data Protection Acts 1988 to 2018^[7]; and the General Data Protection Regulation (EU) 2016/679^[8] and the *TUS Data Governance Policy*^[9].

10.0 Communication of the Procedure

TUS is committed to promoting a learning environment that is supportive and that values the opinions of its Students. It is committed to the principle that each Student is entitled to a fair and effective procedure and process for resolving any complaints or problems that may arise. A Student-Friendly Guide to the approach set out in this policy- Frequently Asked Questions and Procedure Flow Diagram, available in Appendices 2 and 5 respectively.

Communication of the policy to relevant parties will be achieved by:

- a) bringing the policy to the attention of Management, Staff, Students and relevant external parties that students engage with as part of their studies;
- b) referencing the policy as part of induction training for new Students;
- c) providing a clear reference to the policy in the Student Handbook;
- d) providing a link to the policy on the Student Portal web-link;
- e) referencing the policy as part of induction training for new Staff;
- f) including reference to the policy in Student Union publications and initiatives;

11.0 Training and Staff Development Needs

TUS will address training and development needs arising from the implementation of this Policy to ensure that Staff know how to act appropriately when advising Students and dealing with the different Stages of the Procedure.

11.1 Relevant Training and Staff Development will be provided to all parties involved in the Procedures as outlined in Section 6.2.

11.2 Specific training will be provided to interested TUS Staff members in Mediation to enable them act as a Mediator in the Informal Stage of this Procedure.

12.0 References

1. [AIT-LIT Application for Designation as a Technological University](#)
2. [Technological Universities Act 2018](#)
3. TUS Marks and Standards
4. TUS Assessment Regulations
5. *TUS Student Code of Conduct and Discipline*.
6. TUS Student Policy on Dignity and Respect; Dealing with Harassment and Bullying among Students
7. [Data Protection Acts](#) 1988 to 2018,
8. [General Data Protection Regulation \(EU\)](#) 2016/679
9. TUS Data Governance Policy

13.0 Appendices

Appendix 1. The Role of the Student Facilitator

Appendix 2. Dealing with Harassment and/or Bullying Process Outline

Appendix 3. Student Complaints and Resolutions Application Form

Appendix 4. Appeal to the Student Complaints and Problem Resolution Review Form

Appendix 5. Student Guide to the Complaints and Problem Resolution Procedure



Appendix 1. The Role of the Student Facilitator

1.0 Role of the Student Facilitator

- 1.1 The Student Facilitator is a person nominated by the Technological University to assist with the implementation of this procedure.
- 1.2 The authority of the Student Facilitator lies in the prestige of the office, the independence of the individual from any institutional influence, and the fairness, objectivity, and impartiality of the attempts to resolve conflicts.
- 1.3 The Student Facilitator shall have access to all relevant documentation within the Technological University.
- 1.4 The Student Facilitator does not have authority to take disciplinary action, reverse decisions or over-ride regulations.
- 1.5 The Student Facilitator serves as a facilitator to resolve issues raised informally

rather than as an arbitrator and plays a role in the coordination of the formal stages of the procedure.

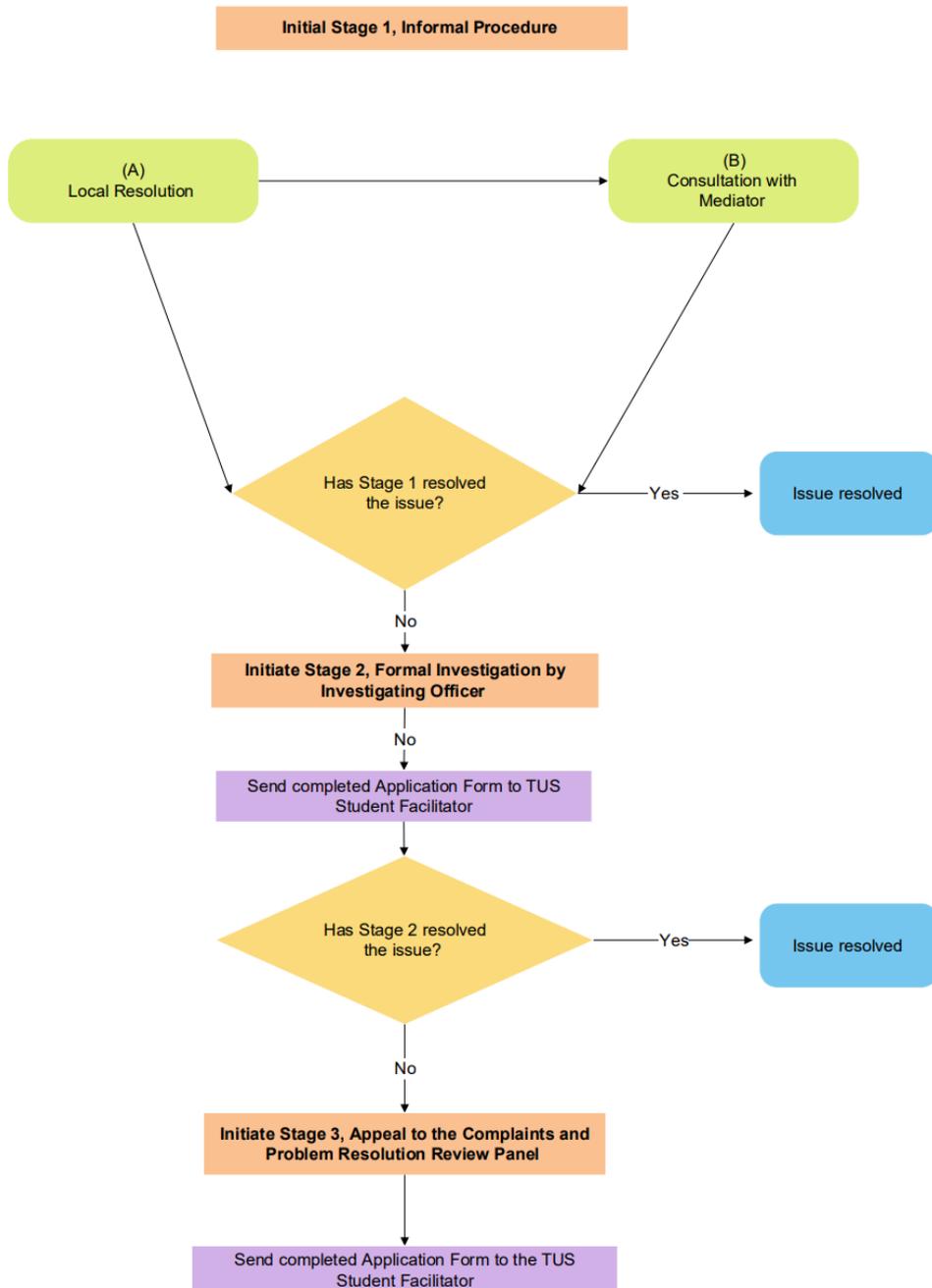
2.0 Confidentiality

- 2.1 All inquiries to the Student Facilitator will remain confidential and the Student Facilitator will not report the names of those who use the service to anyone without their permission, except in cases of serious threat to life or property or where required by law.
- 2.2 The Student Facilitator will protect the identity of individuals and their concerns and will not disclose having met or talked with a party or parties, without permission of the party or parties, except in cases of serious threat to life or property or where required by law.
- 2.3 The Student Facilitator will take specific action related to an individual's concerns only with the individual's express permission and only to the extent permitted, subject to 2.1 and 2.2 above.
- 2.4 Communication with the Student Facilitator is not relayed to the Technological University. The Student Facilitator's Office is not an office of record. Speaking with the Facilitator is not "notice to the Technological University" of problems or policy violations.



Appendix 2. Procedure Summary Chart

The Technological University considers the appropriate Stage to resolve an issue



The Complaints and Problem Resolution Review Panel concludes this Procedure



1. Personal details

Name of Complainant:	_____
Student Number:	_____
Academic Department:	_____
Programme Title:	_____

2. Please provide details of the Complaint or Problem to which a resolution is sought.

Note:

When setting out the complaint please provide the facts of the Problem or Complaint only. Avoid using language that could be considered inappropriate. Please note that a copy of this will be provided to the Subject of an Allegation.

(please continue on additional pages if necessary)

OFFICIAL USE ONLY (Completed by Student Facilitator)

Enter the dates for each of the following:

Complaint received by the <i>Student Facilitator</i> :	Date: ____/____/____
Acknowledgement sent:	Date: ____/____/____
Investigating Officer Appointed:	Date: ____/____/____
Complaint Forwarded to Investigating Officer:	Date: ____/____/____
Acknowledged by:	Date: ____/____/____
Decision made:	Date: ____/____/____
Decision communicated to Complainant	Date: ____/____/____
Decision communicated to Subject of Complaint	Date: ____/____/____

Specify action(s) and dates on which action is taken

(please continue on additional pages if necessary)



Appendix 4. Appeal to the Student Complaints and Problem Resolution Review Panel Form

1. Personal Details

Name of Complainant:	_____
Student Number:	_____
Academic Department	_____
Programme Title:	_____
Date: ____/____/____	_____

2. Provide details of the nature of the appeal requested. Specify why you wish the findings of the Student Complaints and Problem Resolution Procedure to be reviewed?

(Use additional pages as necessary)

X

Applicant Signature

Date: ____/____/____

OFFICIAL USE ONLY (To be Completed by Student Facilitator)

Enter the dates for each of the following

Application received by the Student Facilitator on:	Date: ____/____/____
Acknowledgement sent on:	Date: ____/____/____
Appeal Board Appointed on:	Date: ____/____/____
Decision made:	Date: ____/____/____
Decision communicated to <i>Complainant</i>	Date: ____/____/____
Decision communicated to <i>Subject of Complaint</i>	Date: ____/____/____

Specify action(s) and dates on which action is taken

(please continue on additional pages if necessary)

Appendix 5. Student Guide to the Complaints and Problem Resolution Procedure

When invoking the Procedure, it is always worth thinking about how you would like the matter resolved, and what you would like the Technological University to do to sort out the issues you are identifying. This helps you in formulating the complaint/problem and makes it clear to the person to whom you are complaining and what you would like them to do. If you have a problem, there are appropriate people in the Technological University whose job it is to help you as outlined in this Procedure. It is important to consult them first particularly if you have a serious problem or if it is an issue that you perceive to be affecting more than one Student.

Frequently Asked Questions

1. Why should I raise a complaint/problem?

No service is perfect: mistakes can happen, or things could be improved upon. Students are encouraged to let us know if they perceive that things could be improved. If we don't know there is a problem, we can't put it right. This can also help other Students and future Students to get a better service. By raising a problem you are helping yourself, helping other Students and helping the University.

2. To whom should I bring a complaint or a problem?

It is in everybody's interests if problems can be dealt with quickly and informally. If you are not happy, let the person you are dealing with know. If this does not resolve the issue please ask to speak to the Head of Department/Dean of Faculty/School. If you are still not happy, please acquire a copy of the *Student Complaint and Problem Resolution Procedure* which will detail the next steps to take.

3. How to raise a complaint or problem and how to get help?

TUS has a Student Complaints and Resolution Procedure as detailed in this policy. This policy details the process to follow to raise a complaint or problem and seek its resolution. See flow diagram (Appendix 2) and refer to policy detail. Advice can also be obtained from the:

4. What if I don't want to raise the issue informally in the Department?

You can revert to Stage 1 (B), or Stage 2 of the Procedure.

5. Should I be afraid to raise a problem as it might affect my academic marks

TUS has made a commitment that no Students will be penalised for raising a problem and guidance has been given to Academic Staff to this effect.

6. Will the person concerned find out?

Staff and fellow Student(s) who are the subject of an issue raised are entitled to know who has raised the issue and the nature of the issue. If you are at all concerned about this, you should get advice from the people listed above.

7. How do I deal with Academic Appeals?

Any academic appeals are not dealt with through this document. Academic appeals are dealt with through *TUS, Assessment Regulations*.