

University of Applied Sciences



Student Complaints Procedure

As appeared in annex V of the Student Charter

Claims, complaints and appeals desk

A multitude of rules, regulations and laws applies to students. It is thus possible that you may feel you are at a disadvantage because of a decision arising from one of those regulations. Or perhaps you believe you were not treated properly by the iPabo. Talking to the one/those involved often produces a solution. If it does not, you have the option of submitting a complaint * or an objection or appealing. Before deciding to take this step, you could discuss with your *academic counsellor* or *student counsellor* whether it makes sense to start a formal procedure. All complaints are dealt with confidentially.

** A complaint refers to a conduct directed towards you. Therefore, you cannot submit a complaint against a general rule.*

We distinguish the following types of complaints:

1. Complaint about the educational programme
2. Complaint about the procedure (A) or content (B) of assessment
3. Complaint about undesirable behaviour
4. Complaints that fall under the Code of conduct for international students in higher education
5. Complaint about accommodation and facilities
6. Other complaints

1. Complaint about the educational programme

Are there problems with the educational programme, supervision or organisation of the teaching? For example, the scheduling of subjects/exams, groups/workgroups are too large, or the correctness/availability of study information in general? Discuss them with the academic counsellor.

If you do not achieve a satisfactory outcome with the academic counsellor, then submit a formal complaint to the management (onderwijssecretariaat@ipabo.nl) in which you describe the complaint along with the outcome of the discussion with the academic counsellor.

Management

Before the management can deal with the content of the matter, it is sometimes necessary to conduct research into the nature and content of the request. You will receive an initial response about the handling of your complaint within 4 weeks.

2. Complaint about the procedure (A), evaluation or content (B) of assessment

A. If there are problems with the procedure for taking exams (invigilator, ICT, incorrect exam, etc.), contact the management (onderwijssecretariaat@ipabo.nl).

B. Does your complaint concern the evaluation or content of an exam? Please contact the responsible lecturer first. If you do not achieve a satisfactory outcome with the lecturer, contact your academic counsellor.

If you are not satisfied with the academic counsellor's explanation, you can submit a formal complaint to the Examination Board (examencommissie@ipabo.nl).

Examination Board:

The Examination Board (EXCO) is a functionally independent committee. Before EXCO can deal with the content of your complaint, it is sometimes necessary to conduct research into the nature and content of the complaint. Your complaint will always be handled confidentially. You will receive an initial response from EXCO about the handling of your complaint within 3 weeks.

If you do not agree with EXCO's decision, try to arrive first at a solution by discussing it with EXCO. If your objections are not resolved, you can ask for a written statement (decision) from the EXCO for your programme if you have not already received one. You can then appeal within 6 weeks after the date of the decision to the Examination Appeals Board (cobex@ipabo.nl). (article 7.61 WHW)

Examination Appeals Board:

The Examination Appeals Board as specified in article 7.60 of the WHW judges appeals lodged against decisions made by examiners and examination boards. The Examination Appeals Board assesses the procedure the Examination Board followed to come to its decision. Article 7.61 WHW specifies that an appeal must be lodged within 6 weeks of the date of the decision.

The Examination Board is asked, before the complaint is handled by the Examination Appeals Board, to assess whether the procedure involving the Examination Appeals Board can be avoided by examining whether a settlement is possible.

3. Complaint about undesirable behaviour

The iPabo must be a place where every student feels happy and comfortable. Undesirable behaviour (sexual intimidation, intimidation, discrimination, bullying, aggression and violence) will not be tolerated. If you are confronted with undesirable behaviour, contact a counsellor. Discuss with him or her what action can be taken, as described in the 'Undesirable behaviour' regulations. Here, too, all information is treated confidentially.

4. Complaints that fall under the Code of conduct for international students in higher education

Anyone with a direct interest can submit a written application to the National Committee that monitors compliance with the stipulations of the Code of conduct concerning the manner in which Hogeschool iPabo acted towards him or her with regard to the Code of conduct. Before submitting an application to the National Committee, the applicant must first submit the complaint to the Examination Board of Hogeschool iPabo. You will receive an initial response from Examination Board about the handling of your complaint within 6 weeks.

If the applicant feels that the Hogeschool iPabo has not dealt with the complaint properly or not within the set deadline or is still convinced that the Hogeschool iPabo is not complying with the Code of conduct, he or she can refer the accountability regarding the complaint and the subsequent response by the educational institute to the National Committee by submitting an application.

A format for the written complaint and where to send it to can be found on www.internationalstudy.nl

5. Complaint about accommodation and facilities

If you have a complaint about broken chairs, toilets or catering, etc., contact the technical services department.

If you have a complaint about ICT facilities such as a computer that doesn't work, contact the ICT helpdesk.

6. Other complaints

If you have a complaint (another complaint) concerning the WHW but not the decisions taken by the Examination Board, you can submit it to the Executive Board through the Disputes Advisory Committee, as described in the Hogeschool iPabo Disputes Advisory Committee regulations. In practice, this concerns objections to decisions about:

- registering or deregistering;
- amount of tuition to be paid;
- exemptions or reduction of tuition to be paid;
- amount of tuition to be paid back – or not to be collected – due to interim deregistration;
- suspension due to misconduct and/or not complying with internal rules, not suspension imposed by the Examination Board for exam fraud or plagiarism;
- requesting financial support from the Graduation Support Funds.

Disputes Advisory Committee:

The Disputes Advisory Committee (GAC) is a functionally independent committee. The GAC is a committee established in line with the WHW that advises the Executive Board about objections to decisions against which an administrative appeal is impossible. Before providing advice, the complainant and the Executive Board representative are given the opportunity to explain themselves. The possibility of a settlement between both parties is also explored, in which case no advice is issued.

The complainant receives a copy of the advice. The Executive Board is not obliged to follow the advice. If it does not follow the advice, the Executive Board must explain why not.

If you disagree with the Executive Board's decision, you can appeal within 6 weeks of the date of the Executive Board's decision to the Higher Education Appeals Board (www.cbho.nl).