



The British University in Egypt

# **Student Complaints Summary**

## Key Policy Information:

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<b>Key Responsible Office:</b>	Office of the Provost
<b>Approved by (committee):</b>	UTLC and Senate
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## Student Complaints: Summary for Staff and Students

This summary should be read in conjunction with the full Student Complaints Procedure:

**What is a complaint** - A complaint is an expression of dissatisfaction by one or more students about the University's action, inaction or standards of service.

**Who can complain** - a current student registered and/or enrolled with the University or a student on suspension.

**When can I make a complaint** - You must submit your complaint as soon as possible and must make it no later than two months after the event occurs.

**Can I make a group complaint** - Where the issues raised in a complaint affect a number of students, those students can submit a complaint as a 'group complaint'.

**Can I make an anonymous complaint** – BUE will not normally consider anonymous complaints. Exceptionally, an anonymous complaint may be considered when the University concludes that there is a compelling case for the matter to be investigated.

**What evidence do I need** – All complaints should be, wherever possible, supported with robust evidence; evidence can be in the form of emails, witnesses, written evidence, etc.

**Good Conduct** - Students using this procedure are expected to act professionally, reasonably, and fairly towards University staff at all time.

**Will my complaint be confidential** - University staff will handle complaints with an appropriate level of confidentiality, and release information only to those who need it for the purposes of investigating. Details of any complaint about another student or member of staff will be shared with them, so that they can respond to any allegations made against them.

**How will my complaint be handled** – the complaints process has three stages. You must follow the stages in order starting at Stage 1, if you fail to do so your complaint may not be upheld, or you may be referred to the previous stage.

**Stage 1** - Informal Resolution - Raise any concerns/issues you have with your Programme or Module Leader, Personal Tutor, SAR or Vice Dean T&L. A proposed remedy will be offered OR you will be directed to a different set of BUE procedures

**Stage 2** - Formal Complaint/Complaint Hearing - A Dean, Senior Assistant Registrar, Director of Student Services, or the Director of Academic Services will normally investigate your complaint (or assign a nominee to do so). If the nature of your complaint is complex, the investigator may refer your case to a Complaints Panel.

**Stage 3** – Complaint Review - Your case will be allocated to a Reviewer, normally the University Provost, who will consider your complaint and decide whether it is a) eligible for review and b) whether the original outcome at Stage 2 should be upheld or overturned. Stage 3 will not usually involve a fresh, full investigation.

For further information, support and advice on Student Complaints please visit the Student Hub or email [thestudenthub@bue.edu.eg](mailto:thestudenthub@bue.edu.eg)