



PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS

| | |
|------------------|---------------|
| Document Code | S.2.13-ENG |
| Date of adoption | 05.04.2011 |
| Date of revision | 13.09.2012/01 |
| Page no | 1/6 |

PROCEDURE FOR RESOLVING OBJECTIONS AND COMPLAINTS

Content:

- 1. SUBJECT MATTER AND SCOPE**
- 2. RELATIONS TO OTHER DOCUMENTS**
- 3. TERMS AND DEFINITIONS**
- 4. WORKING STEPS**
- 5. RESPONSIBILITY AND AUTHORITY**
- 6. ATTACHMENTS**

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 2/6 |

1. SUBJECT AND SCOPE

The procedure is intended to define the process of collecting complaints and objections, their recording, analyzing, decisions that are response to those complaints and objections by University's units that are subject of students' dissatisfaction and reporting on all objections and complaints of students during one semester.

2. TERMS AND DEFINITIONS

The objection or complaint is any dissatisfaction expressed by users/students related to the case:

- that organizational unit or university does not reach his expectations,
- that organizational unit or university doesn't follow the law, or previously prescribed procedures and rules.

3. WORKING STEPS

3.1.Submission of objections or complaints

Students can give express their objections and complaints in one of the following ways:

- Through boxes for objections and complaints (only for complaints and objections regarding quality of University) or via e-mail address: qualityassurance@ibu.edu.ba
- By writing petition form and submitting it to Secretary of Faculty at which they are studying

3.2. Collecting and solving quality related objections and complaints

Once complaint or objection is received via official e-mail qualityassurance@ibu.edu.ba, Quality Manager is responsible to write it into “**Records of Quality related Complaints and Objections Code: S 2.13-1 ENG**” and put it on agenda of next Quality Board meeting. Quality Board will discuss all objections and complaints from the list one by one. If the objection or complaint if found to be relevant, Quality Board will make suggestions for improvement of quality level in a manner that responsible unit will be identified and **corrective (preventive) measure** will be conducted

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 3/6 |

according to **“Corrective action management procedure (Code: Q 2.05)”** or **“Preventive action management procedure (Code: Q 2.06)”**. Corrective measure will be sent to Head of unit responsible for its implementation. Quality Manager will archive all papers in which students wrote their objectives and complaints in Archive of Office for Standardization and Quality Assurance.

At the end of each semester, Quality Manager will open the box for objections and complaints, and write them into **“Records of Quality related Complaints and Objections Code: S 2.13-1 ENG”**. Discussing “Quality related complaints and procedures” must be on agenda of next Quality Board meeting. Quality Board will discuss all objections and complaints from the list one by one. If the objection or complaint is found to be relevant, Quality Board will make suggestions for improvement of quality level in a manner that responsible unit will be identified and **corrective (preventive) measure** will be conducted according to **“Corrective action management procedure (Code: Q 2.05)”** or **“Preventive action management procedure (Code: Q 2.06)”**. Corrective measure will be sent to Head of unit responsible for its implementation. Quality Manager will archive all papers in which students wrote their objectives and complaints in Archive of Office for Standardization and Quality Assurance.

3.3. Collecting and solving objections and complaints submitted via petition form to Faculties’ Secretaries

Once Faculty’s Secretary receives petition form with complaint or objection, he is responsible to forward it to Dean of Faculty. He (Dean) will assess the nature of the complaint or objection, and he decide if it is legal issue, administrative issue or academic issue. If it is legal or administrative issue, he will send it to Secretary General. If the complaint or objection is related to academic units, Dean will solve the objection or complaint according to following explanation.

3.3.1. Academic objections and complaints

Dean must record received complaint in **“Records of Academic Complaints and Objections - Code: 2.13-2 ENG”** Students have the right to send complaints and objections in a case that they are not satisfied with teaching process in general, lecturer or grade regarding the exam (if exam was not conducted in accordance with University’s acts).

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 4/6 |

3.3.1.1. If student complains about **teaching process of specific Department**, Dean is responsible to inform Head of respective department, and warn him to put this issue on agenda of next Department’s meeting. Issue needs to be discussed in the Department’s meeting, and it must be decided if complaint or objection is relevant. If it is found to be relevant, measures for improvement must be proposed for the Faculty Council. In the meeting of Faculty Council, it will be decided upon conducting preventive or corrective measures for improvement of teaching process at relevant department. These measures must be done in accordance with “**Corrective action management procedure (Code: Q 2.05)**” and “**Preventive action management procedure (Code: Q 2.06)**”.

3.3.1.2. If student complains **about the lecturer**, and if Dean consider the complaint as relevant, he needs to invite respective lecturer for the conversation. Lecturer will prepare in written form his proposal in terms of his plan for improvement in teaching and no corrective measures will be conducted. If complaint repeats again for the same lecturer, Dean needs to conduct corrective measure according to “**Corrective action management procedure (Code: Q 2.05)**” and “**Preventive action management procedure (Code: Q 2.06)**”. If students complain again, Dean can contact Vice Rector for Education and Student Affairs and solve the problem in higher authorities.

3.3.1.3. If student complains **about the exam grade**, and Dean finds his complains as relevant, committee must be established in order to conduct another examination. This committee must be consisted of four members of academic staff employed at the respective department, but without lecturer whose course is subject of complaint. The examination will be conducted, and new grade of student will be official one.

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 5/6 |

3.3.2. Administrative and Legal Objections and Complaints

Once Secretary General receives the petition form with objection or complaint, he is responsible to assess the nature of complaint, and to decide if it is relevant to consider or not. If the complaint of objection is relevant, Secretary General is required to write it in the **“Records of Administrative and Legal Complaints and Objections - Code: 2.13-3 ENG”**.

3.3.2.1. Legal objections or complaints

If the issue is of legal nature, and if the reason for complaint is action done by employee of an administrative unit which was not in accordance with the Law or Internal Rules of International Burch University, Secretary General needs to have a meeting with Legal Office, and consult with them while solving the problem. Together, they need to determine if conducted action which is subject of complaint is against the Law or Internal Rules of International Burch University. If they find out that conducted activity that is reason for complaint or objection is not against the Law or Internal Rules of International Burch University, objection or complaint will be rejected. On the other hand, if they conclude that activity that is subject of complaint is against the Law or Internal Rules of International Burch University, decision about corrective or preventive action must be prepared and implemented according to **“Corrective action management procedure (Code: Q 2.05)”** and **“Preventive action management procedure (Code: Q 2.06)”**.

3.3.2.2. Administrative objections and complaints

If the objection or complaint is related to dissatisfaction with services of specific administrative unit, Secretary General is required to organize the meeting with Head of respective Administrative unit which is subject of complaint, and to inform him about the complaint. If they find out that administrative employee who is subject of complaint or objection was working according to procedures of University, the objection or complaint will be rejected. If they find out that the objection or complaint is true and that employee didn't follow the procedures, Secretary General and Head of Respective Department must decide upon corrective measure that will properly respond to objection or complaint. Corrective (preventive) measure must be implemented according to **“Corrective action management procedure (Code: Q 2.05)”** and **Preventive action management procedure (Code: Q 2.06)**.

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 6/6 |

If Secretary General is not able to solve the objection or complaint on his own, he can put it on agenda for next Senate meeting so it will be solved in the senate.

3.4.REPORTING

Secretary General and Deans of Faculties once a year must write report on all objections and complaints solved during the academic year to Office for Standardization and Quality Assurance.

Deans must put these reports for adoption in Faculty Council Meetings. This Report must be submitted at least 30 days after spring semester is completed. Quality Manager will create University level report on objections and complaints which will be adopted in the senate meeting.

4. RESPONSIBILITY AND AUTHORITY

Responsibility for registering complaints and objections of students have Vice Rector for Education and Student Affairs, and Deans of Faculties.

5. ATTACHMENTS

5.1. Attachment 1: Records of quality related complaints and objections by students

Code: S 2.13-1 ENG

5.2. Attachment 2: Records of academic complaints and objections by students

Code: 2.13-2 ENG

5.3. Attachment 3: Records of administrative and legal complaints and objections by students

Code: 2.13-3 ENG

5.4. Attachment 4: Graphical presentation of working steps regarding Procedure for resolving objections and complaints

Prepared by

Approved by

| | | | |
|---|--|------------------|---------------|
|  | PROCEDURE FOR RESOLVING OBJECITONS AND COMPLAINTS | Document Code | S.2.13-ENG |
| | | Date of adoption | 05.04.2011 |
| | | Date of revision | 13.09.2012/01 |
| | | Page no | 7/6 |

Code: 2.13-4 ENG

Prepared by

Approved by