

CASP002- STUDENT NON-ACADEMIC GRIEVANCES POLICY

STATUS	<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Continuation of Existing Policy <input type="checkbox"/> Revised Policy
SCOPE	<input checked="" type="checkbox"/> All CAS <input type="checkbox"/> Some CAS (.....) <input type="checkbox"/> One CAS (.....)
TARGET AUDIENCE	<input type="checkbox"/> Staff: <input type="checkbox"/> All <input type="checkbox"/> Academic staff <input type="checkbox"/> Non-academic staff <input checked="" type="checkbox"/> Students: <input checked="" type="checkbox"/> All levels <input type="checkbox"/> UG <input type="checkbox"/> PG <input type="checkbox"/> All specialisations <input type="checkbox"/> Some (.....)

1 Rationale and Purpose

CAS are committed to the provision of a positive learning environment. This is achieved partly through the fair and prompt resolution of the students' non-academic grievances relating to the social, cultural, welfare, etc. aspects of their life on campus.

This policy aspires to provide a platform for the Colleges of Applied Sciences to handle student non-academic grievances. It outlines the general principles that inform the management of these grievances and sets the appropriate procedures.

2 Definitions

For purpose of this policy, unless otherwise stated, the following definitions shall apply:

Grievance: any written notice from a CAS student following unresolved problem, concern, complaint, remark or dissatisfaction that arises where a student considers that he or she has been disadvantaged because of an action, decision, omission or behavior within the control or responsibility of the CAS, not related to academic matters. This grievance is referred to as a complaint at the informal level.

Students: All students who are officially enrolled in CAS by the Ministry of Higher Education who have continuous enrollment status. The term complainant may be used interchangeably with the term students in this policy.

Parties: In any grievance to which these procedures apply, the students and the respondents.

Decision-maker: The CAS officer or body responsible for making decisions concerning a grievance made by a student.

Heads: Heads of College administration and financial Departments, and Students Services Centers (SSC).

SC: Students Council.

3 Policy Content & Principles

Addressing student grievances in CAS shall be guided by the following principles:

- 3.1 All parties to the grievances wish to resolve it in good faith rather than concentrating on apportioning blame.
- 3.2 The grievance resolution procedures are always conducted in a manner which provides fair, reasonable and unbiased treatment for all parties
- 3.3 Written reasons for decisions are provided to the parties to a grievance.
- 3.4 A grievance shall be treated by all parties with appropriate confidentiality. Any relevant information shall be disclosed to the authorized people.
- 3.5 Every reasonable effort shall be made by the parties to the grievance and the decision-maker to resolve the grievance at the level closest to the parties in the shortest possible time.
- 3.6 All relevant levels of authority within the CAS will make every reasonable effort to resolve grievances as quickly as possible and in accordance with certain timelines.
- 3.7 In resolving grievances, CAS staff shall be mindful of internal and/or external timelines, processes and requirements that are relevant to the subject of the complaint.
- 3.8 A student making a grievance subject to these principles must be allowed to do so without prejudice to their academic or personal status at the CAS.
- 3.9 A student making a grievance has the right to have that grievance taken seriously but also has the right to withdraw the grievance at any stage.

- 3.10 A person against whom an allegation is made has the right to know the particulars of the grievance and the right to respond to that grievance.
- 3.11 Students' lodging grievances under these principles and procedures are protected by law. In the meantime, they should act responsibly.
- 3.12 CAS acknowledge that separate grievance handling and disciplinary processes can be instigated, however both processes must be independently managed.
- 3.13 The CAS is committed to express their views even if they wish to remain anonymous.
- 3.14 A frivolous or distressing grievance without substance will not proceed beyond preliminary investigation.
- 3.15 While grievances are expected to be duly acknowledged by their authors, CAS reserve the right to investigate anonymous grievances if they are deemed to be of a serious nature.
- 3.16 CAS strive to ensure that this policy is clearly communicated to all students and stakeholders and will ensure that this Policy be effectively implemented through the procedures stated herein.
- 3.17 Students' non-academic grievances may include, but not limited to:
- (a) Accommodation Services
 - (b) Social Services
 - (c) Cultural Services
 - (d) Monthly Allowances
 - (e) Food and Canteen Services
 - (f) Health Services
 - (g) Psychological counseling

4 Legislative Compliance

The Executive Bylaw of Royal Decree 62/2007

5 Supporting Materials

Articles: 163-195 of the Executive bylaw of Royal Decree 62/2007

6 Appendices

Appendix A: Complaint Form

Appendix B: Monitoring Form

7 Approval Agency: Board of Trustees

8 Approval Dates

This policy was originally approved on: []

This version was approved on: []

This version takes effect from: []

This policy will be reviewed by: []

9 Policy Sponsor: Director General of CAS

10 Contact office: Directorate General of CAS