

# Student Complaints || Student Guidelines

## WHAT IS A STUDENT COMPLAINT?

UCD is committed to supporting students in expressing dissatisfaction and seeking resolution to any problems encountered while studying here. The University defines a complaint as **an expression of significant or sustained dissatisfaction where a student seeks a specific action to address the issue, including an apology.**

To ensure that problems can be addressed quickly you should raise your concerns directly with the relevant person or area of the University. It may be possible for issues to be addressed simply and quickly without the need for a formal complaint. However, if you are unhappy with the response to your complaint you may wish to consider making a formal complaint under the University's [Student Complaint Policy](#).

## WHAT CAN I MAKE A COMPLAINT ABOUT?

Formal student complaints can be made about the quality or standard of University services. This includes:

- Quality or standard of any service provided, or failure to provide a service.
- Quality of facilities or learning resources.
- Failure by the University to follow its administrative processes.
- Unfair treatment or inappropriate behaviour by a staff member.
- An alleged action or inaction by the University or a member of its staff.

There is a separate process for complaints of bullying and harassment. See [UCD Dignity and Respect Policy](#).

## RAISING CONCERNS

- Raise issues experienced as quickly as possible.
- Approach the person directly involved in the situation that you are unhappy with. You can raise issues in person, over the telephone or via email.
- Use polite and respectful language.
- If you need support in raising concerns seek the advice of your Student Adviser, UCD Students' Union or UCD Chaplains.
- The University is committed to supporting students in raising concerns but expects that students will not engage in frivolous or vexatious complaints, or submit false information.

## SUPPORT & KEY CONTACTS

**Dr Aoife Duignan**, Student Complaints Officer

Email: [student.complaints@ucd.ie](mailto:student.complaints@ucd.ie) // Tel: +353 (0)1 716 7135

Website: <http://www.ucd.ie/secca/studentcomplaints/>

[UCD Student Advisers](#)

[UCD Students' Union](#)

[UCD Chaplains](#)

# Student Complaints || Student Guidelines

## BEFORE SUBMITTING A COMPLAINT (Stage 1)

### CHECKLIST

Before submitting a formal complaint ensure that you have:

- read and understood the [Student Complaint Policy](#).
- raised your concerns with the relevant person/area and waited for their response.
- used clear, concise and respectful language in the complaint form.
- outlined actions required to resolve the matter. These should be reasonable and proportionate to nature of your complaint.
- Attached all relevant documents that supports your complaint. Evidence submitted should be as concise as possible and relevant to the complaint.

## BEFORE SUBMITTING A COMPLAINT (Stage 2)

### CHECKLIST

Before submitting a complaint at stage two of the process, ensure that you have:

- completed a stage 2 complaint form and attached relevant supporting documentation, including the response to your stage 1 complaint.
- clearly stated the reasons why you are dissatisfied with the response to your complaint at stage 1 of the process, i.e. the response from the Head of School/Unit.
- outlined what you would like to happen to resolve the matter. Ensure that you seek reasonable and proportionate remedies.

## Student Complaint Process

### Informal resolution

- Raise your concern with the person and seek advice on raising concerns from your Student Adviser.
- Await the response. If you are dissatisfied with the response move onto the next stage of the process.

### Stage 1, Local resolution

- Submit completed stage 1 Student Complaint form to Head of School/Unit where the issue arose (within 15 working days).
- A response will be sent to you (within 15 working days). If you remain dissatisfied you may wish to move on to the next stage of the process.

### Stage 2, University investigation

- Submit a complaint at stage 2, seeking an investigation, within 15 working days of receipt of the outcome at stage 1 (i.e. from the relevant Head of School/Unit).
- Investigator (member of staff) will be appointed.
- A Student Complaint investigation will be conducted and completed within 30 working days.

### Completion of complaint process

- The investigator's report will be submitted to the Academic Council Committee on Student Appeals and Complaints for final decision.
- The outcome of the complaint will be sent to you.
- If you are unhappy with the handling of your complaint you can make a complaint to the Office of the Ombudsman.

