

## STUDENT COMPLAINT POLICY

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| <b>Responsible Officer</b> | The Programme Director, School of Business   |
| <b>Contact Officer</b>     | Mr. Vijayendiran Subramanian<br><a href="mailto:vijay@micp.edu.my">vijay@micp.edu.my</a> |

### Policy Statement

Mahsa International College aims to resolve student's grievances and problems promptly, effectively and efficiently.

### Scope and Purpose

- The purpose is to establish a policy and procedures for student grievances.
- To provide a framework for resolving complaints and grievance made by students with regards to complaints pertaining to academic, person and administration process.
- Every student (or group of students) has the right to raise issues concerning academic and administrative processes.

### Student Complaints Procedure

The college recognises the importance of effective complaint management as both, a tool and a source of information for service improvement. The college recognises the rights of students to raise an issue of concern about the services provided.

### Procedure Overview

- Stage 1: Local resolution/ Local Process (at Mentor/HOD level).
- Stage 2: Formal Lodging of the Complaint/ Central Process (at the Programme Director's office).
- Stage 3: Resolution by the Management committee.

### **Stage 1: Local Resolution/ Local Process**

- Every student (or group of students) has the right to raise issues concerning academic and administrative processes.
- The student shall first inform the individual responsible for that service, for e.g. person in charge or their Mentor. The related issues and concerns must be brought to the notice as quickly as possible as and no later than 10 days. This will enable the department concerned to address the problem and mitigate as soon as possible.
- The Mentor has a responsibility to respond to, check whether the complaint is within the remit of *Student Complaint Policy*, within a time frame of 15 working days and try to resolve all issues raised to the satisfaction of all parties. All necessary actions should be taken to resolve the problem at this informal stage.

### **Stage 2: Formal Lodging of The Complaint/ Central Process**

- If the issues and concern remain unresolved and unsatisfactory at Stage 1, the student can lodge a formal complaint in the prescribed complaint form at the Programme Director's office within five working days.
- The student must submit to the Programme Director's office, a written statement which must include: the student's complete details with a detailed description of the complaint, background of the problem, exact nature of the grievance and statement reviewing the grievance procedures followed the complaint form for this purpose is available on MIC E-Portal also.

### **Stage 3: Resolution By the Management Committee**

- The Programme Director will conduct an informal meeting with the student and the concerned parties with the copy of the complaint form, grievance feedback and a statement in response to the student's grievance from the Mentor.
- If necessary, the Programme Director shall appoint a committee to review the grievance and convey his recommendations to the Management committee.

- The Management Committee shall schedule a meeting and inform the members; the student and parties involved of the time and place of the meeting.
- The Committee will review the written grievance and the faculty member's response and present recommendations to the Programme Director.
- The Programme Director will present his recommendation to the Management Committee for further action.
- The Programme Director will counsel the student, inform the Parent/ Guardian, and arrange for psychological counselling, if necessary.
- The decision of the Management Committee shall be final, and written communication will be sent to the complainant, concerned mentor.

### **Recordkeeping**

Notes and documentation must be kept at all stages of the resolution of a complaint including records of meetings, discussions and action proposed and taken. All records and documents considered in handling a complaint at stage 1, stage 2 and stage 3 process must be stored in a confidential college file.

### **Confidentiality**

All parties involved in a complaint including the complainant, Mentor, appointed committee and Management Committee must maintain confidentiality about the complaint. Information and records about a complaint will be kept confidential and will only be divulged to staff of the college with direct involvement in the process and those to whom it is necessary to enable proper investigation of the matter.

### **Aims Of the Procedure**

- The aims of the procedure are to:
  - Encourage local and prompt resolution in as many cases as possible.
  - Be simple, open, accessible and accountable.
  - Be non-adversarial.
  - Be fair to all parties involved and avoid allocating unnecessary blame to individuals.
  - Lead to service improvement.

- A successful resolution at any stage of the procedure should:
  - Be honest.
  - Be fair to all parties.
  - Include an apology and/or other form of recompense if appropriate.
  - Include corrective and/or preventive action or provide a clear and honest explanation of what has happened and why further action is not appropriate.

### **Breach Of Policy**

- Failure to comply with this policy will be ground for disciplinary action.

### **Review**

- This policy will be reviewed periodically and revised as and when required.

### **Approval**

### **History**

| Version | Authorization by | Approval Date             | Effective Date | Sections modifications |
|---------|------------------|---------------------------|----------------|------------------------|
| 1.0     | The CEO, MIC     | 25 <sup>TH</sup> Nov 2024 | -              | --                     |



## STUDENT COMPLAINT FORM

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### STUDENT DETAILS

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Student name: .....

Student Reg. No.: ..... H/P No.: ..... Batch: .....

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### DETAILS OF COMPLAINT

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Date: \_\_\_\_\_ Time: \_\_\_\_\_ Student's signature: \_\_\_\_\_

### FOR OFFICE USE ONLY

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Complaint NO.: \_\_\_\_\_ Received by: \_\_\_\_\_ Date received: \_\_\_\_\_

Description of action taken:

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.....  
.....

Complaint closed date: .....

Programme Director's signature:.....



**General Instructions:**

- 1) Students are advised to raise concerns as soon as possible (not later than 5 working days of the incident) after becoming aware of any issue that has not been resolved locally (Mentor).
- 2) All complaints should be submitted using the student complaints form (Available on the e-portal).
- 3) Students should explain the nature of their complaint clearly, concisely and provide as many relevant details as possible.
- 4) The completed form should be submitted by hand to the Programme Director's office.
- 5) The complaint will be addressed and outcome communicated to the student in 15 working days. In cases where the timeframe of 15 working days for resolving the complaint cannot be met, the student will be informed.