



## Student Grievance Procedures

### 1. Introduction

The Student Grievance Procedures provide the formal mechanism for resolving grievances about matters or issues relating to student experiences at the University.

### 2. Students with grievance have the following channels of redress:

#### 2.1. Grievances against Students

- 2.1.1. Any grievance against a fellow student should be reported to your School Dean as soon as the grievance becomes one that cannot be resolved through student collegiality.
- 2.1.2. Upon receipt of a report, the Dean shall, upon audience with the parties, determine whether the matter can be resolved through mediation or counseling the parties, in which case the office shall facilitate counseling promptly.
- 2.1.3. If the Dean determines that the matter cannot be resolved through counseling, it shall direct the grievance to the **Students' Dispute and Adjudicating Committee**.
- 2.1.4. If the student remains unsatisfied with the decision of the Students' Dispute and Adjudicating Committee, the student may lodge an appeal to the **Students' Dispute and Adjudicating Appeals Committee**.

#### 2.2. Grievances against Academic staff

- 2.2.1. Any programme related grievance including grievances on alleged unfairness in assessment, should be raised immediately with the Head of the Department
- 2.2.2. If the student feels uncomfortable in raising the matter with the Head of the Department directly, the student may seek accompany of the Student Association representative in raising this grievance.
- 2.2.3. If discussing the matter with the Head of Department does not resolve the grievance, the student must take the matter up with the College Dean, who shall ensure that the aggrieved student is given a fair opportunity to present his/her case, and that a fair decision is made.
- 2.2.4. If the student remains unsatisfied with the decision of the Dean, the student may appeal to the Office of the Vice Chancellor who may refer the matter to the **Students' Dispute and Adjudicating Committee** for its consideration.
- 2.2.5. If the student remains unsatisfied with the decision of the Students' Dispute and Adjudicating Committee, the student may lodge an appeal to the **Students' Dispute and Adjudicating Appeals Committee which shall be final**.
- 2.2.6. In exceptional circumstances, and on the matter of urgency in decision-making, the student may appeal to the Office of the Vice Chancellor, for his/her urgent consideration.

#### 2.3. Grievances against Professional/ Professional related staff

- 2.3.1. Any grievance against a staff other than the Academic staff should be raised immediately with the respective Supervisor.
- 2.3.2. If discussing the matter with the Staff member's Supervisor does not resolve the grievance, the matter shall be referred to the Director or Head of the Section responsible for the staff member, who shall ensure that the aggrieved student is given a fair opportunity to present his/her case, and that a fair decision is made.
- 2.3.3. If the student remains unsatisfied with the decision of the Director or Head of Section, the student may appeal to the Office of the Vice Chancellor who may refer the matter to the **Students' Dispute and Adjudicating Committee** for its consideration.
- 2.3.4. If the student remains unsatisfied with the decision of the **Students' Dispute and Adjudicating Committee**, the student may lodge an appeal to the **Students' Dispute and Adjudicating Appeals Committee**.
- 2.3.5. In exceptional circumstances, and on the matter of urgency in decision-making, a student may appeal against the decision of the Director or Section Head to the Vice Chancellor, for his/her urgent consideration.

#### 2.4. All Other Grievances regarding Service

- 2.4.1. Grievances other than those relating to students and staff of the university shall be raised with the relevant Section Heads, such as the Deans, Directors, University Librarian and Registrar.
- 2.4.2. If the student feels uncomfortable in raising the matter with the Section Head directly, the student may seek the company of the Student Association representative.
- 2.4.3. The following are the Section Heads that deal with various matters:
  - 2.4.3.1. All matters concerning fees, fines, charges, properties, assets, facilities, grants, procurement, security, accommodation of facilities in various districts, and commercial entities: Executive Director Finance.
  - 2.4.3.2. All matters concerning ITS: Manager IT Services.
  - 2.4.3.3. All matters concerning Library: University Librarian.
  - 2.4.3.4. All matters concerning academic management: the respective Dean.
  - 2.4.3.5. All matters concerning student life at the University and all grievances not listed above: Registrar.
- 2.5. A student shall be deemed to have committed a serious disciplinary offence if he/she does not follow the grievance procedure as stated in this policy.
- 2.6. Any airing of a student's grievance by the student or by his/her representative, or by someone the student has prompted to do so, in any audience outside the University prior to the grievance being reported to or addressed through the channels provided in this policy, would comprise a case of gross misconduct.

### 3. **Approving Authority, and Approval Date**

The University Senate, Approved on **10 May 2019**

The University Council, Approved on **29 June 2019**

### 4. **I hereby agree that I will obey the above procedures of the University of Fiji.**

**Name:** \_\_\_\_\_

**ID No:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_