

## **PROCEDURE COMPLAINTS OF STUDENTS (DISTANCE)**

Type of document	<b>Procedure</b>
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Document application level	<b>Institution-wide, open for consultation</b>
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Responsible Office for handling this document	<b>Internal Quality Assurance office</b>
Access	<b>Internal Access</b>

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### **Introduction**

A complaint is an expression of dissatisfaction either about the program and courses, communication and administration of the university or its staff, facilities or services provided by the University or about actions, lack of actions or omissions by the University or its staff. Complaints need to be seen as the right to be treated fairly and correctly, and provide information potentially to improve processes.

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### **Application**

The complaint procedure must be made in writing using the form provided for this purpose which is available from university's students online platform.

The student must complete the form online exposing the reasons of complaint and submit it via email at Students Affairs Officer [student.affairs@nup.ac.cy](mailto:student.affairs@nup.ac.cy)

As bottom level complaint procedure for settlement, the complaint will be handled by the welfare student services, therefore the Students Affairs Officer. The student must receive feedback by the Students Affairs Officer.

As middle level complaint procedure for settlement, the complaint goes forward at the Department of Distance Learning, in this case the complaint will be handled by the Director of DLU and the academic advisor of the student. The student must receive feedback by the Students Affairs Officer through Director of DLU and academic advisor of the student.

As top level complaint procedure for settlement, the complaint goes forward at a University level, in this case the complaint will be handled by the Vice Rector of Academic matters, Director of DLU and Director of Administration. The student must receive feedback by the Students Affairs Officer through the Vice Rector of Academic matters, Director of DLU and Director of Administration.

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### **Relevant documents**

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- Students' Study Guide
- Quality Management Handbook
- Students' Complaints Form 07.200