

Students may come forward with complaints or grievances on any of the following aspects of the service provision at UCD ELA:

- Academic Programme
- Social Events (Activities and Excursions)
- Facilities, Maintenance and Services
- Administration and Admissions
- Operations and Management
- Booking and Sales
- Accommodation and Host Family
- Other Ancillary Services (Summer Courses)

### **UCD ELA Student Complaint Resolution Procedure**

The student's first point of contact with any grievance is usually the designated Student Welfare Officer (Operations team member).

- I. The Student Welfare Officer meets with the student(s) to
  - Listen and record the outline of the grievance(s)/complaint(s)/issue(s)
  - Outline policy on handling complaints to the student(s)
  - Identify specific details of the complaint(s)
  - Resolve any straightforward matters if possible
- II. In cases where the designated Student Welfare Officer cannot directly resolve the issue, they identify the appropriate member of the management team with responsibility for that area and forward the complaint onto them.
- III. The relevant manager/staff member will investigate the issue and decide on the course of action to follow. This will involve liaising with other members of staff that may be involved in the complaint and working with them to find a satisfactory, preferably positive, solution to the issue.
- IV. The relevant manager/staff member will meet the student to propose a solution to the issue as early as reasonably possible, but not later than five working days after the complaint is recorded. If Steps I. to IV. above fail to resolve the issues and (the) student(s) report continuing dissatisfaction then the manager/staff member will ask the student(s) to record their complaint in writing and the complaint will be forwarded to the Operations Manager.

## STUDENT COMPLAINTS & GRIEVANCES POLICY



- V. The Operations Manager will
- Meet with the student(s) and/or members of staff involved
  - Review the progress on the proposed solutions and its appropriacy
  - Determine future action if necessary
  - The Operations Manager's decision is final.

The first point of contact for students nominated at UCD ELA regarding complaints is: **Magda Wasiuta.**