



# Student Complaints Policy

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**Prepared by: Student Experience Unit - Student Affairs & Services Department**  
**Approved by**

A handwritten signature in blue ink, appearing to read 'Dinh Vu Trang Ngan', is located below the 'Approved by' text.

Dinh Vu Trang Ngan  
Dean of Undergraduate Studies  
Date: 20/12/2023

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## Version History

### 1. PURPOSE

This Policy is aimed to provide a framework for current undergraduate students to raise issues openly relating to aspects of their experience or engagement with Fulbright University Vietnam (FUV).

**Important notice:** *This policy is subject to change, and you should expect new features, upgrades, and significant improvements over time. Keep your eye out for new versions of this document in One Stop.*

### 2. SCOPE

This procedure applies to FUV Undergraduate students who wish to express dissatisfaction, either about the University's action or lack of action, or the standard of service provided by or on behalf of the University.

The "University" includes all sectors of the University that is, all Faculty, Departments, and administrative offices. The procedure has three components: Informal Complaints, Formal Complaints, and Review.

### 3. DEFINITIONS

The following terms used in this policy have the meanings as set out below:

**An inquiry, report, concern, or feedback** is a matter that requires attention but can be addressed informally through discussion and conversation. If a student has an inquiry, report, concern, or feedback, they may submit them via One Stop or resolve the issue informally following the informal resolution procedure.

**A formal student complaint** is any issue that students feel is inappropriate to attempt to resolve informally or it has been unable to resolve informally. In this case, students are required to submit a formal complaint.

For this purpose, a student is anyone currently enrolled in FUV as an undergraduate or an admitted student who has not yet enrolled.

**The Case Handler** is the Student Experience Manager who determines whether a complaint is eligible to be investigated and defines relevant parties to the complaint under the Formal Complaint procedure.

**The Reviewer** is the Dean of Students or who is appointed by the Dean of Students to review and decide whether a complaint is upheld or dismissed under the Review procedure.

## 4. PROCEDURE FOR HANDLING A STUDENT COMPLAINT

### 4.1. Informal Resolution

#### 4.1.1. Responsibilities

Before filing formal written complaints, students are encouraged to proactively seek resolution by raising and discussing them informally with the relevant faculty or staff member who is most directly associated with the matter. In case the matter is of such a nature that it cannot be appropriately discussed with the staff member causing the complaint, the student may contact the Head of Department which directly manages performance of said individual (see email addresses of FUV departments below).

A staff member or department representative to whom a student reaches out related to a concern is expected to deal with the matter in a timely and professional manner. Their resolutions shall be handled in such a way to respect the privacy of the complainant.

Students are responsible for familiarizing themselves with the guidelines published on [One Stop Browse Knowledge](#) & [Student Handbook](#), which includes the Code of Conduct, Students' Rights and Responsibilities, as well as policies and regulations governing the University.

#### 4.1.2. Procedures

All students are encouraged to seek informal resolution before filing a formal complaint. There will be various ways of seeking informal resolution, depending on the nature of the issue. Some of the categories are listed below, and if your issue falls into one of these categories, please follow the procedure outlined below first.

**Students having a general inquiry or request:** This means you have one or several questions to make in an attempt to acquire information and/ or ask relevant stakeholder(s) to execute a general request.

*For example: course enrollment timeline, procedures to acquire a new student card, Capstone funding application, book a meeting room, check insurance validity, etc.*

⇒ **What to do:** In the first instance, please refer to official University information outlined in [One Stop Browse Knowledge](#). You may choose to submit an inquiry to One Stop if the answer remains not found.

**Students having feedback for a faculty/ staff member of FUV:** This means you have insights or personal statements of opinions to share when you believe a certain faculty/ staff member has impeded your academic progress and simultaneously violates stated Fulbright University Vietnam's policies and guidelines. |

⇒ **What to do:** Students should first attempt to resolve their disputes with the individual, followed by the individual's immediate supervisor if the initial attempt does not bring satisfactory results. You may choose to raise your concern in person or in writing.

**Students having a complaint or special request involving policies and regulations:**

Please check whether your issue is listed below, if yes, please handle it in accordance with the suggested procedure.

Type of complaint	What to do
<b>Academic progress and result</b> <a href="#">Academic Policy</a>	Queries regarding course selection decisions and requests for review of a grade or academic judgement are made to the Office of Registrar by submitting an inquiry to One Stop.  Students experiencing unresolved disputes with a faculty or academic advisor should seek support by emailing <a href="mailto:academicaffairs@fulbright.edu.vn">academicaffairs@fulbright.edu.vn</a>
<b>Sexual misconduct, harassment, bullying, or discrimination of any kind</b> <a href="#">Related article</a>	FUV has zero tolerance for these violations. If you believe you have been subjected to unlawful discrimination, bias, or harassment of any kind, please contact the University's Wellness Center via <a href="mailto:wellness@fulbright.edu.vn">wellness@fulbright.edu.vn</a>

	For specialist support, please submit your request at <a href="#">this link</a> .
<b>Student Employment (WSP)</b> <a href="#">Work Study Program policy</a>	Students with concerns regarding WSP timesheet, stipend payment, or recruitment procedures should contact the hiring unit directly.
<b>Finance</b> <a href="#">Related Billing articles</a>	Students wishing to submit a financial aid appeal request should communicate directly via <a href="mailto:finaid@fulbright.edu.vn">finaid@fulbright.edu.vn</a> for fastest response.  For issues regarding payment deadline extension or tuition & fees calculation, please contact Student Financial Services via <a href="mailto:billing@fulbright.edu.vn">billing@fulbright.edu.vn</a>
<b>Living at the residence</b> <a href="#">Residential Life Policies and Rules</a>	If the student encounters problems related to residence facility or roommate conflict, please contact your assigned SRA/RA either in-person or via <a href="mailto:reslife@fulbright.edu.vn">reslife@fulbright.edu.vn</a>
<b>Campus and Facilities</b> <a href="#">Related articles</a>	Students requesting support with printers, Microsoft errors, campus internet connection, classroom digital devices setup or other technical issues should either visit IT Help Desk at main entrance 2nd Floor, Crescent campus or inform IT via <a href="mailto:ithelpdesk@fulbright.edu.vn">ithelpdesk@fulbright.edu.vn</a>  For concerns regarding campus operation (security cameras, facilities, etc.), please consult the <a href="#">Campus Guidelines</a> first. In case the matter is not resolved, students may submit an inquiry to One Stop.

If you have attempted informal resolution but your inquiry, feedback, or complaint has not been resolved to your satisfaction, meaning the problem still exists and/ or has been potentially exacerbated, or if you cannot figure out how to attempt an informal resolution, you may initiate the formal complaint procedure.

## 4.2. Formal Complaints

### 4.2.1. What is a Formal Student Complaint?

If a student is either dissatisfied with the outcome of the Informal Resolution; or declined to engage with Informal Complaint options, they may elect to raise a complaint by submitting a Formal Complaint with Student Affairs & Services within fourteen (14) calendar days of:

- a. Receiving the outcome of their informal complaint; or
- b. The matter of complaint first arising, where the Complainant reasonably considers Local Resolution is inappropriate.

A student may also submit a Formal Complaint if the issue involved is too complex or serious or systemic for informal resolution.

### 4.2.2. How to submit

At this point, students may wish to seek advice from the Student Experience unit - Student Affairs & Services department – on how best to process their complaint.

The student should raise a complaint by submitting the *Student Complaint Form* (Appendix) to the email [complaints@fulbright.edu.vn](mailto:complaints@fulbright.edu.vn).

This Complaints Policy provides a framework for current students to seek resolution of complaints relating to aspects of their experience or engagement with FUV. A student complaint is only officially accepted by submitting an email to the email [complaints@fulbright.edu.vn](mailto:complaints@fulbright.edu.vn) from FUV student email.

The [complaints@fulbright.edu.vn](mailto:complaints@fulbright.edu.vn) email address is monitored by the Student Experience Manager and the Dean of Students.

### **4.2.3. Procedures**

#### **4.2.3.1. Complaint Assessment**

Students must provide a clear explanation of how they attempted to resolve their complaint informally. As a minimum, the explanation should include a specific date, a named member of staff to whom the complaint was reported and why the complaint result was not resolved to your satisfaction at Internal complaint.

The Student Experience Manager / Case Handler shall determine on a case-by-case basis whether the period of fourteen (14) calendar days should run from a later date in recognition of a student's further reasonable attempts at Informal Resolution; or whether it is reasonable for students not to have attempted Informal Resolution.

Students will be required to provide a copy of any written informal resolution communication that they are in possession of, or evidence of completion of the informal resolution stage of this procedure.

Complaints will not be accepted for further investigation if:

- Students' rationale for the complaint is unclear.
- Students don't provide evidence to support the complaint.
- Students fail to include important dates, times, and other details necessary for determining the eligibility of the complaint.

Students should keep a copy of their complaint and any other documentation submitted for their own records.

Students are required to translate to English any evidence that is not written in English for further escalation (if any). Evidence must be provided at the same time as the complaint paperwork.

A Case Handler from the Student Experience unit will consider the submitted complaint and will make one or more of the following determinations:

- The complaint in whole or in part is eligible to be investigated using this procedure.
- The complaint in whole or in part should be referred for consideration under an alternative procedure.
- Students should attempt Informal Resolution before investigation of the complaint under this stage of the procedure.

Students should receive a written acknowledgement of receipt of their complaint from the Case Handler within ten (10) working days of submission. The Case Handler will also notify the Student Experience Manager of the complaint once officially receive student complaint via email.

### 4.2.3.2. Complaint Investigations

The Case Handler may at this point contact the relevant Head of Department or Services should they feel it would be appropriate for them to become involved in the investigation of the complaint.

If the submission is accepted as a formal complaint, students can normally expect to receive regular updates on the progress of the investigation from the Case Handler. The Case Handler will investigate the complaint. The Case Handler may ask students for additional information or advise that the complaint has been referred for an informal resolution before it can be accepted as a formal complaint.

The Case Handler will review any relevant documentation. If possible and appropriate, the Case Handler will conduct interviews/meetings with the parties (including student and relevant stakeholders).

The Case handler will prepare a report setting out the complaint, how the investigation was conducted, relevant facts, and findings, and present this to the Dean of Students for decision making.

### 4.2.4. Timeline

When the investigation is complete, students will receive a formal written complaint outcome within twenty (20) working days of receipt of all relevant information (please note that complex cases are likely to take longer). The written notification will include advice about how to request an internal independent review if students are not satisfied with the outcome.

Students will normally receive an outcome letter within six (6) weeks of receipt of formal student complaint form by the Student Experience unit. If the investigation takes longer than 6 weeks, students will be informed of the reason and an expected date of response.

## 4.3. Review / Escalation

If the student is dissatisfied following the Formal Resolution decision, they may submit a Request for Review form within fourteen (14) calendar days of the Formal Resolution decision being communicated.

In the request, grounds for review need to be stated which meet at least one of the below criteria:

- There were possible procedural errors in the conduct of the investigation to cause doubt regarding the decision of the above formal complaint reached;
- New evidence has been made available which the student could not reasonably have provided during the investigatory process;
- There was apparent bias demonstrated during the procedure that raised doubts concerning the determination reached;

If a Review request has been made on the specified grounds and within the timeframe, the Reviewer /Dean of Students or someone appointed by the Dean of Students undertakes the request of review.

The Reviewer will consider the request, the information considered during the Formal Complaint process, the decision, and any new information. The Reviewer may request further information. Following investigation, the Reviewer has the right to:

- Uphold the complaint in part or in whole;
- Dismiss the review request and confirm the decision of the above formal complaint



request.

Under the review process, the Case Handler will normally arrange a meeting for the Reviewer /Hearing Officer who is appointed by Dean of Students to meet with the student to discuss their complaint in detail. At this meeting the student will have the right to be accompanied by a friend or advisor as will any other parties to the complaint. Where a staff member is party to the complaint, they can be accompanied by a work colleague or Trade Union representative. Other parties to the complaint may also be invited to attend the meeting, or may meet separately, at the discretion of the person investigating the complaint as is appropriate to the nature of the complaint.

If students fail to attend the meeting (which could be by video or telephone call if both parties are not present at the University), the Reviewer / Case Handler will contact them to reschedule. If students fail to attend a rescheduled meeting within ten (10) days of the original meeting date, the investigation may continue and be concluded in their absence.

In the meeting, the student will be asked to explain their complaint and present any supporting evidence, with the assistance of their representative as necessary, following which they may be asked questions by the Reviewer, and by any other parties to the complaint present. If present, other parties to the complaint will then respond to the complaint. If not present, the Reviewer will make any necessary enquiries.

If the complaint is upheld, both the student and the relevant stakeholders will receive a written explanation of the decision.

If it is unable to resolve a complaint to the student's satisfaction, and there are no further steps available to the student, a formal Letter of Completion will be issued within 28 days of the outcome being determined.

Where a review request cannot be considered further by the University, a Letter of Completion will be issued and shared with the student via student email.

#### **4.4. Complaint Withdrawal**

Students may withdraw a complaint at any time during the process. Students who wish to withdraw a complaint should advise the Case Handler or relevant staff member in writing.

FUV will act in respect of withdrawn complaints if appropriate or required by legislation.

#### **4.5. Records**

To handle a student complaint, it will be necessary for the University to process the student data in accordance with this policy. The overall purpose of processing personal data in the context of the investigation and resolution of student complaints is to decide what steps can appropriately be taken in response to such complaints.

Student data will be disclosed only to those persons who need to see such data for the purposes of investigating, responding as part of an investigation, determining or recommending a resolution, or deciding what other steps can appropriately be taken. No person will be told any more about the investigation than is strictly necessary to obtain the information required from them.

The University will seek the student's written consent form liaising with appropriate staff members; so that they are aware of the complaint and able to assist in providing support.



## 4.6. Reports

The Student Experience Manager will monitor all student complaints and decisions made under the procedure and will produce a quarter report summarizing the decisions, remedies, and recommendations.

The Dean of Students will be invited to provide feedback on reports.

The annual report will be submitted to the Executive Committee.

## 5. SUPPORTING DOCUMENTS

This Policy follows the following related legislative documents and related University policies and guidelines:

- Any applicable law and/or legislation of Vietnam
- Academic Policies
- Work Study Programs Policy
- Residential Life Rules and Policies
- Student Fee and Charges Guides
- Campus Guidelines

## 6. RESPONSIBILITY

All University staff are responsible for:

- Giving serious consideration to student complaints.
- Responding to student complaints in a timely manner and with courtesy and respect; and
- Respecting the privacy of students making a complaint

The Case Handler is responsible for:

- Receiving formal complaints and maintaining records of all related documents.
- Referring formal complaints to the appropriate stakeholders; and
- Maintaining a register of formal complaints by recording and monitoring the number and nature of complaints received from students.
- Conducting all or part of the investigation.

The Reviewer is responsible for determining whether to uphold or dismiss a review request form from a student.

## 7. APPENDIX

### Student Complaint Form

## Student Complaint Form

The completed form shall be submitted to the Student Experience unit – Student Affairs & Services via the email [complaints@fulbright.edu.vn](mailto:complaints@fulbright.edu.vn)

### Student Information

Student Full Name (Capitalize) \_\_\_\_\_

Student ID \_\_\_\_\_ Contact Phone Number \_\_\_\_\_

Student Email Address \_\_\_\_\_

Academic Year 20\_\_ - 20\_\_ Term (select one):  Fall  Spring  Summer

### Nature of complaint (please select):

Academic (program, course content, delivery method, instructor, learning environment, access to resources, etc.)

Non-Academic (student services, safety concern, administrative action, procedure, decision, etc.)

**Students are encouraged to discuss their concerns and complaints via informal conferences with the appropriate stakeholders.**

Have you attempted to resolve your complaint?  Yes  No

If yes, please provide any evidence of resolution steps (include dates, times, names, etc.):

\_\_\_\_\_  
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Summarize your complaint using factual information in your narrative.

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Specify the outcome being sought:

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Attachment: Yes    No

*Evidence, additional information, comments (if any) can be attached to this Complaint Form.*

I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. I understand that any misrepresentation of the information may result in disciplinary action in accordance with Student Code of Conduct policies.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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