



# PROCEDURE FOR HANDLING COMPLAINTS FROM STUDENTS

Published	<a href="https://medarbetarportalen.gu.se/styrdokument">medarbetarportalen.gu.se/styrdokument</a>
Decision-maker	Vice-Chancellor
Responsible body	University Board of Education
Date of decision	26 March 2020, revised 19 November 2020
Period of validity	From 19 November 2020 until further notice
Summary	<p>This is a procedure for handling complaints from students about deviations from the University of Gothenburg's Rules and regulations for studies at first- and second-cycle levels, Rules for first- and second-cycle examinations at the University of Gothenburg, Rules and regulations for third cycle studies at the University of Gothenburg (Doktorandreglerna), and Rules for student influence.</p> <p>This is a revision of the <i>Procedure for notifications of deviations from the University of Gothenburg's local study rules and Rules and regulations for third cycle studies at the University of Gothenburg (Doktorandreglerna)</i> (V 2015/791).</p>

# Procedure for handling complaints from students

Sweden's *Administrative Procedure Act* (2017:900) specifies how government agencies are to process their cases and as such applies to complaints about deviations from the University's rules and regulations.

This procedure regulates how the University handles complaints about deviations from the following rules and regulations of the University of Gothenburg:

- *Rules and regulations for first and second cycle studies*
- *Rules and regulations for first- and second-cycle examinations at the University of Gothenburg*
- *Rules and regulations for third cycle studies at the University of Gothenburg (Doktorandreglerna)*
- *Rules for student influence*

The fundamental principle is that complaints are to be addressed initially to the department<sup>1</sup> and that the complaint is to be investigated promptly and a decision made by the department. If the student is not satisfied with this decision, the student can request a review of the matter at the affected faculty<sup>1</sup>.

## 1. System at departments and faculties

At each department<sup>1</sup> and faculty<sup>1</sup> there is to be a system for handling complaints received. It is to be clear to students how to make a complaint and how complaints are followed up.

If necessary, the University's lawyers can be consulted in the handling of complaint cases.

It is to be possible to compile statistics on complaints processed by each department and faculty.

## 2. Complaints about deviations and their examination

### *a. Complaints and decisions on complaints*

A complaint is lodged with department<sup>1</sup>. The complaint is to state the rule or regulation that the complaint refers to. The complaint is to be in writing.

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<sup>1</sup> Or the equivalent, where it is the responsibility of another party to make the decision according to the delegation of authority or by decision of the Vice-Chancellor, cf. the Programme in Medicine (SA) and the Graduate School (HhFS).

The Head of Department<sup>2</sup> is responsible for investigating the matter and for a decision being made that is documented in writing. The decision can be made by the Head of Department or a person appointed by the Head of Department<sup>2</sup>. The student is to be informed in writing of the decision. If the decision goes against the student, the reasons that have decided the outcome must be stated (grounds of decision).

*b. The complaint can be escalated to faculty level*

If the student is not satisfied with the decision, the student can escalate the complaint to the faculty<sup>2</sup>. Complaints are addressed to the Dean<sup>2</sup>.

The Dean is responsible for investigating the matter and for a decision being made that is documented in writing. The decision can be made by the Dean or a person appointed by the Dean at faculty level.

The student is informed in writing of the decision. The department concerned<sup>2</sup> is to be provided with copy of the decision for information purposes and action where applicable. If the decision goes against the student, the reasons that have decided the outcome must be stated (grounds of decision).

If a student remains dissatisfied with the decision or handling of their complaint, a complaint can be made to the Swedish Higher Education Authority (UKÄ) (the supervisory authority) or to the Parliamentary Ombudsman (JO) Students can also contact UKÄ or JO directly.

### **3. Follow-up of deviations**

The University Board of Education is responsible for following up the *Rules and regulations for studies at first- and second-cycle levels*, *Rules and regulations for first- and second-cycle examinations at the University of Gothenburg* and *Rules for student influence* every three years.

The Committee for Third Cycle Education of the University Board of Education is responsible for ensuring that the *Rules and regulations for third cycle studies at the University of Gothenburg – Doktorandreglerna* are followed up every three years.

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<sup>2</sup> Or the equivalent, where it is the responsibility of another party to make the decision according to the delegation of authority or by decision of the Vice-Chancellor, cf. the Programme in Medicine (SA) and the Graduate School (HhFS).