

# Procedure for Handling Complaints from Students

Decision-maker	Vice-Chancellor
Responsible body	Unit of Educational Affairs
Date of decision	31 October 2024
Period of validity	To be scrutinised for relevance no later than 2027
Summary	This is a procedure for handling complaints from students about deviations from the University of Gothenburg's Rules for First- and Second-Cycle Studies, Rules and Regulations for First- and Second-Cycle Examinations, Rules and Regulations for Student Influence, and Rules for Doctoral Education (Doktorandreglerna).

# Introduction

This is a translated version of the Swedish original. In case of differences between the Swedish version and the English translation, the Swedish original shall prevail.

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.

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

- Rules for First- and Second-Cycle Studies
- Rules and Regulations for First- and Second-Cycle Examinations
- Rules for Doctoral Education - Doktorandreglerna
- Rules and Regulations for Student Influence

The fundamental principle is that complaints are to be addressed initially to the department/equivalent 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/equivalent.

## 1. System at departments and faculties

At each department/equivalent and faculty/equivalent there is to be a system for handling incoming complaints. It is to be clear to students how to make a complaint and how complaints are followed up.

Complaints from students must be officially recorded.

## 2. Complaints about deviations and their examination

### 2.1 Complaints and decisions on complaints

A complaint is made to the department/equivalent<sup>1</sup>. The complaint is to state the rule that the complaint refers to. The complaint should be in writing. If the complaint is made orally, the recipient is responsible for recording the complaint.

The Head of Department 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.

The student is to be informed in writing of the decision. If the decision goes against the student, the decision must be justified.

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<sup>1</sup> Or equivalent where the decision is delegated to another decision-making body.

## **2.2 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 level<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.

The student is to be informed in writing of the decision. A copy of the decision shall be sent to the department concerned for information and possible measure if applicable. If the decision goes against the student, the decision must be justified.

## **2.3 The complaint can be escalated to the Vice-Chancellor**

If the student is not satisfied with the decision, the student can escalate the complaint to the Vice-Chancellor.

The Vice-Chancellor is responsible for investigating the matter and for a decision being made that is documented in writing. The decision can be made by the Vice-Chancellor, or a person appointed by the Vice-Chancellor.

The student is to be informed in writing of the decision. A copy of the decision shall be sent to the faculty and department concerned for information and possible measure if applicable. If the decision goes against the student, the decision must be justified.

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

The University Board of Education is responsible for following up the University's Rules for First- and Second-Cycle Studies, Rules and Regulations for First- and Second-Cycle Examinations, and Rules and Regulations for Student Influence every three years.

The Council for Doctoral Education is responsible for following up the Rules for Doctoral Education – Doktorandreglerna every three years.

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<sup>2</sup> Or equivalent where the decision is delegated to another decision-making body.