

## **Student's Complaint**

- The student shall initiate the student complaint form (App 7.1) and forward it to the College Vice Dean for Student Affairs.
- The College Vice Dean for Student Affairs shall acknowledge receipt of the student complaint and attempt to resolve it locally.
- If resolved locally the College Vice Dean for Students' Affairs shall complete the response details of the form and return it to the student. A copy shall be sent to the Dean of Student Affairs.
- Complaints which cannot be resolved locally shall be sent to the Dean of Students' Affairs, who shall assign it to a competent member of Students' Affairs staff for investigation and suggested resolution.
- The assigned member of Students' Affairs staff shall complete the student complaint form and return it to the Dean of Student Affairs.
- The Dean of Student Affairs shall approve the response and forward it to the College Vice Dean for Student Affairs.
- The College Vice Dean for Student Affairs shall return the student complaint to the student with a copy to the College Dean for information.

### **Analysis of Complaints**

- The College Vice Dean of Students' Affairs shall periodically review student complaints looking for trends or repeated problems.
- Problems found as a result of this analysis will be dealt with in accordance with MPINQ 5 corrective & preventive action procedure.

## Student's Complaint Form

Student Details			
Name		Registration No.	
Semester		Program	
College/institute		Mobile No..	

Response Details			
	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Prepared by</b>			
College/institute Students' coordinator			
Response Returned to Student	Date _____	Signature: College/institute Vice Dean for students _____	

## Corrective/Preventive Action Report

### Part A (to be completed by Initiator)

Department		Document #			CPAR#	
Source of problem:	Int. Audit (Report #)	Ext. Audit (Report #)	Management Review	Customer Complaint	Staff request	Other (Specify)
(✓) box						
Describe Problem						
Raised by: Sign: _____ Date: _____			Acknowledged by : Sign: _____ Date: _____			

### Part B (to be completed by Actionee )

Proposed Action	
Investigation of root cause (s):	
Actionee / Auditee	Target Date :

### Part C (to be completed by Vice dean for Students)

Satisfactory CPAR Closed		Not Satisfactory New CPAR Raised		Not Satisfactory Escalate To management	
Sign	Date	CPAR #	Date	Sign	Date

### Outcome

Verification of Action – Taken effectiveness:		
Vice Dean for Students Name:	Sign	Follow-up Date: