



DIE AFRIKAANSE PROTESTANTSE AKADEMIE NPC

Registration number: 2002/031756/08

Registered with the Department of Higher Education and Training as a private higher education institution under the Higher Education Act, 1997

Registration Certificate No. 1999/HE08/001



STUDENT COMPLAINTS AND GRIEVANCES

POLICY AND PROCEDURE

Policy Owner	Board of Die APA
Responsibility	Quality Commissioner and Quality Committee
Status	Approved
Dates of amendments	-
Review date	2022

STUDENT COMPLAINTS AND GRIEVANCES

BACKGROUND

Regulation 26A

1. Students complaints and grievances shall be lodged and processed in accordance with the complaint and grievance procedure of an institution.
2. If an institution is unable to satisfactorily resolve a complaint, the registrar may, at his or her own discretion and depending on the nature of the complaint, assist the parties to resolve the complaint or refer the matter to the consumer protector, CHE, SAPS or any other organisation for further advice and resolution.
3. All institutions are to keep accurate records of all complaints lodged which can be produced upon request by the Department of Higher Education and Training.

1. INTRODUCTION

Context

Die Afrikaanse Protestantse Akademie (APA) is committed to maintaining the quality and standard of its courses, services and facilities. To this end, students may inform the APA of issues that they experience through the formal complaints channel. The APA undertakes to investigate formal complaints with the aim to resolve matters in a fair and timely manner. Resolution is sought within the parameters of existing APA policies and procedures. Complaints are treated as confidential.

Purpose

This Student Complaints Policy and Procedure informs students of the rules and steps that they should follow should they wish to make a formal complaint to the APA about APA-related matters.

Scope

This policy and procedure applies to all students.

2. POLICY

Student Complaints: Academic

- An academic complaint entails student dissatisfaction with an aspect of their academic experience.
- Complaints may be made by registered students only and must be in writing. Family and other parties may not complain on behalf of a student.
- Students must remain polite in their communication with the APA regardless of the content of communication.
- Students who wish to make an academic complaint should take the matter in question to the relevant subject tutor as per information provided in subject study letters.
- Should the matter remain unresolved, the Programme Coordinator or assistant programme coordinator of the relevant programme may be involved in an effort to mediate between the complainant and subject tutor. The Programme Coordinator or assistant programme coordinator of the relevant programme mediation takes place within 7 calendar days of first being informed of the mediation request.
- Should the matter not be resolved in this way, the student may make a formal written complaint by completing and submitting a Complaints form. The matter will be addressed by the APA Academic Committee within 21 calendar days from the date of receipt of the complaints form.
- Should the Academic Committee decide that a formal meeting is in order; the complainant will be given at least a 10 calendar day notice of such a meeting.
- Should the complainant fail to respond to the notice of meeting, the meeting will be held in the complainant's absence.
- Should the Academic Committee uphold the complaint, recommendations towards resolution of the matter will be made and implemented.
- Should the Academic Committee reject the complaint, the complainant will be informed in writing as to the reasons for the rejection.

- The complainant has the right of appeal to the Senate.
- The decision of the Senate is final.

Student Complaints: Administrative

- An administrative complaint entails student dissatisfaction with regard to administrative matters.
- Complaints may be made by registered students only and must be in writing. Family and other parties may not complain on behalf of a student.
- Students must remain polite in their communication with the APA regardless of the content of communication.
- Students who wish to make an administrative complaint should take the matter in question to the relevant staff member as per information provided in this document.
- Should the matter remain unresolved, the Registrar may be involved in an effort to mediate between the complainant and staff member. The Registrar's mediation takes place within 7 calendar days of first being informed of the mediation request.
- Should the matter not be resolved in this way, the student may make a formal written complaint by completing and submitting a Complaints form. The matter will be addressed by the APA's Management Committee within 21 calendar days from the date of receipt of the complaint.
- Should the Management Committee decide that a formal meeting is in order; the complainant will be given at least a 10 calendar day notice of such a meeting.
- Should the complainant fail to respond to the notice of meeting, the meeting will be held in the complainant's absence.
- Should the Academic Committee uphold the complaint, recommendations towards resolution of the matter will be made and implemented.
- Should the Academic Committee reject the complaint, the complainant will be informed in writing as to the reasons for the rejection.
- The complainant has the right of appeal to the Senate.
- The decision of the Senate is final.

3. A. ADMINISTRATIVE COMPLAINTS PROCEDURE

Step 1: Send an email to the relevant staff member in which you detail your complaint

- Allow 7 calendar days for the staff member to respond to your complaint.
- The administrative complaints procedure ends here if the matter is resolved successfully.

Step 2: Send an email to the APA Registrar requesting mediation in order to resolve the matter in question

- Allow 7 calendar days for the Registrar to respond to your request for mediation.
- The administrative complaints procedure ends here if the matter is resolved successfully.

Step 3: Complete the complaints form and email it to registrateur@apa.ac.za for the attention of the APA Management committee

- Allow 21 calendar days for the Management Committee to respond.

Step 4: Receive a written record of the outcome of the matter in question

Step 5: Send the complaints form as well as the written outcome to the Registrar or the Personal Assistant of the Registrar addressed to the Senate

Step 6: Receive a written record of the outcome of the matter in question

3. B. ACADEMIC COMPLAINTS PROCEDURE

Step 1: Send an email to the relevant subject in which you detail your complaint

- Allow 7 calendar days for the tutor to respond to your complaint.
- The academic complaints procedure ends here if the matter is resolved successfully.

Step 2: Send an email to the Programme Coordinator of the relevant programme requesting mediation in order to resolve the matter in question

- Allow 7 calendar days for the Programme Coordinator to respond to your request for mediation.
- The academic complaints procedure ends here if the matter is resolved successfully.

Step 3: Complete the complaints form and email it to registrateur@apa.ac.za for attention of the APA Management Committee

- Allow 7 calendar days for the Academic Committee to respond.

Step 4: Receive a written record of the outcome of the matter in question

Step 5: Send the complaints form as well as the written outcome to the Registrar or the Personal Assistant of the Registrar addressed to the Senate

Step 6: Receive a written record of the outcome of the matter in question

4. RELATED INFORMATION AND SERVICES

Definitions

This section describes terms and definitions applicable to the Student Complaints section.

Term	Definition
Administrative Complaint	A statement made regarding unsatisfactory administrative experiences.
Academic Complaint	A statement made regarding unsatisfactory academic experiences.

Documentation

The relevant Complaints form can be requested from the Administrative Department at info@apa.ac.za.

5. QUERIES

If you have queries contact the following personnel:

Administrative complaints: Relevant Staff Member

Academic complaints: Relevant Subject Tutor

In case of unsatisfactory service:

Office of Registrar: Personal Assistant of the Registrar

First Edition 2/ 2016, SDN