

COMPLAINT MANAGEMENT PROCEDURE

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DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	Academic Compliance Office	Chief Academic Officer	
2.0	Academic Compliance Office	Chief Academic Officer	

1. PURPOSE

This Procedure has been developed to support British University Vietnam (BUV) Registry, Student Engagement, Finance Department, Student Recruitment and Industry Relations Department, Human Resources Department, Assets Management Department, Marketing Department, IT Department and related parties to handle student complaints efficiently.

2. SCOPE

The process documented in this Procedure encompasses:

- a) The process of receiving complaints
- b) The process of analyzing, addressing and communicate outcome to complainant

This procedure is applied to handle complaints of all undergraduate and post graduate students in BUV.

3. DEFINITIONS

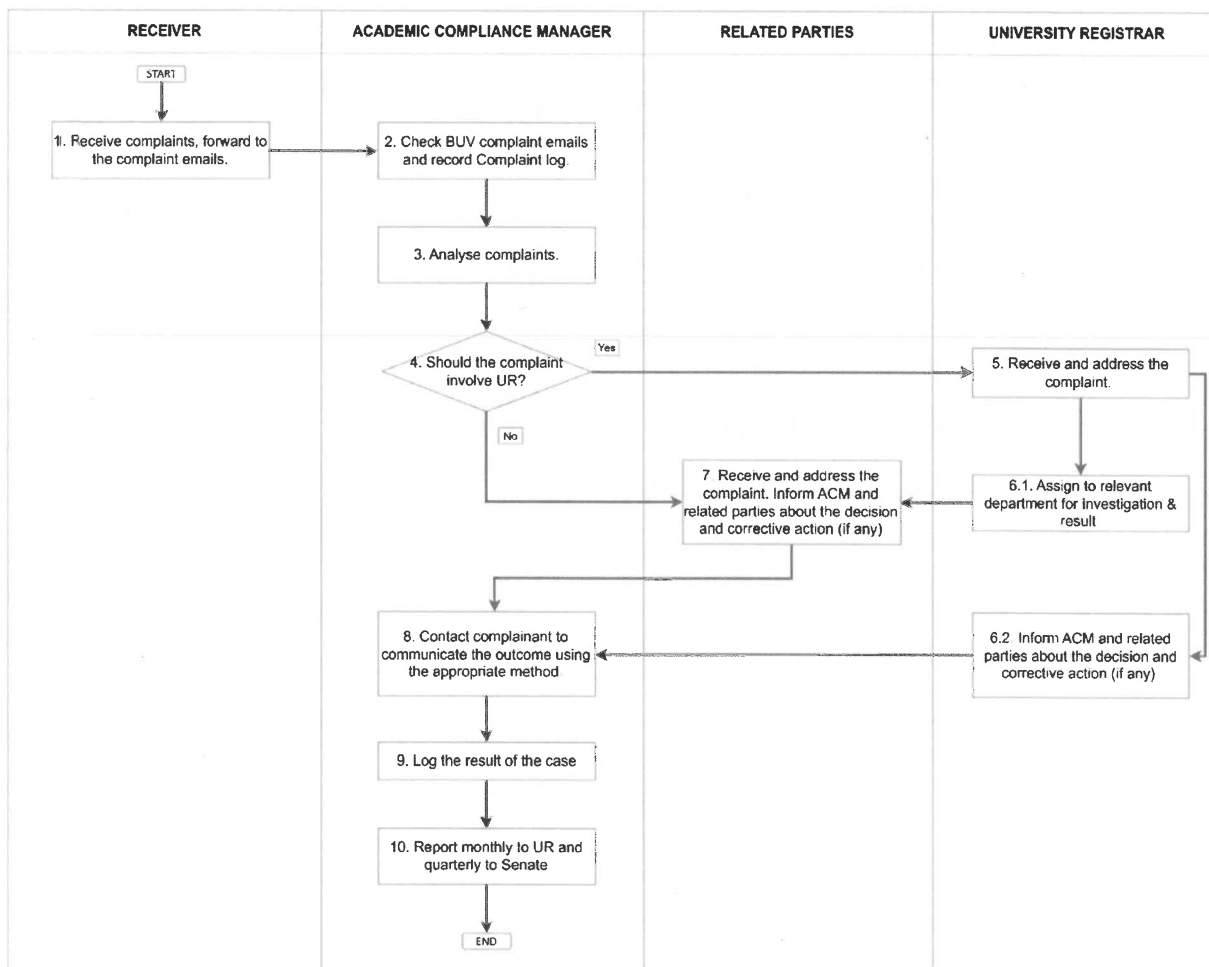
a. Abbreviations

Definitions of abbreviations used throughout the policy and related references are as follows:

Abbreviations	Definitions
BUV	British University Vietnam
SU	Staffordshire University
ACO	Academic Compliance Office
ACM	Academic Compliance Manager
UR	University Registrar

4. PROCEDURES

a. Flowchart




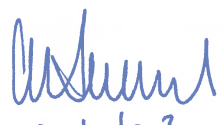

b. Roles & Responsibilities

Step	Process Activities	Deadline	Output	PIC
1	Receive complaints, forward to the complaint emails.	Anytime	Email	Receiver
2	Check BUV complaint emails and record Complaint log.	Within the day	Record updated	ACM
3	Analyse complaints.	Within the day	Report to UR	ACM
4	Should the complaint involve UR? If Yes, move to (5) If No, move to (6)			ACM

5	Receive and address the complaint. If other department need to involve -> Move to 6.1 If UR can decide the result -> Move to 6.2	Within 2 days from Step 3	Email and/or meeting minutes	UR
6.1	Assign to relevant department for investigation & result	1 week from Step 5	Email	UR
6.2	Inform ACM and related parties about the decision and corrective action (if any)	1 day from Step 5	Email	UR
7	Receive and address the complaint. Inform ACM and related parties about the decision and corrective action (if any)	Within 2 days from Step 3	Email and/or meeting minutes	Related parties
8	Contact complainant to communicate the outcome using the appropriate method.	Within 1 day from Step 6	Email / letters	ACM
9	Result of the case then logged by ACO	1 day from Step 8		ACM
10	Report monthly to UR and quarterly to Senate.	Monthly	Report	ACM

5. APPROVALS

- a. Policy development or review will be endorsed by the University Registrar and approved by CAO prior to implementation and execution.
- b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- c. This document is approved and effective from the date of signing:

Prepared by	Agreed by	Approved by
 23/11/23 Tran Duc Trung Deputy University Registrar	 27/11/23 Tony Summers University Registrar	 Christopher Jeffery Chief Academic Officer

28/11/23

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period (Active) (When)
Decision / Meeting Minutes	Soft/Hard copy	AC	5 years

7. REFERENCES

<u>Document Ref</u>	<u>Document Title</u>
07/2023/ACO/BUV-REGISTRY	Complaint Management Procedure
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