**Grievance and Complaints Procedures**

We have an IEP internal grievance and complaints procedures that we incorporate before taking it to the Dean of Students’ office and to the formal Academic Grievance Committee for a resolution of academic or a non-academic related complaint, per USI Grievance Policy.

**Information for all complainants related to the Intensive English Program or programs offered as part of the Intensive English Program**

(Adapted from the University Handbook, Section III, Faculty and Academic Policies, 09/09/2014, updated 2/11/2016)

If you have a complaint about a matter which is the responsibility of the Intensive English Program, please complete the forms that you can find on the IEP website under Student resources: [**http://www.usi.edu/international/intensive-english/student-resources**](http://www.usi.edu/international/intensive-english/student-resources)

Attempt to settle the issue at IEP first and if that does not work, continue filing a formal complaint to the CIP first and then at university level.

If you have relevant documentary evidence to support your complaint, it should be submitted with the forms. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered.

Make an appointment with the Director of the Intensive English Program, Emilija Zlatkovska at [ezlatkovsk@usi.edu](mailto:ezlatkovsk@usi.edu) to receive advice on the following aspects:

1. Help students to decide whether making a complaint is the best course of action, or whether another procedure may be more appropriate
2. Explain how the complaint procedure works, and what the potential outcomes may be
3. Read drafts of any correspondence students write to the University (including complaint forms), to help students make their case as clear as possible
4. Support students at any meetings they attend with University staff in relation to their complaint if requested.

**After you decide to file a formal complaint, you will be asked to provide more information by completing the information below.**

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| After the complaint is reviewed at IEP level, if a student is not satisfied with the outcome of the issue resolution, he or she can request the complaint to be forwarded to the Associate Provost of International Programs and beyond that to the Dean of Students office with all the accompanying paperwork submitted. All in-program complaints should be responded to within one week upon submission.  **Grade Complaint -Resolution process:**   1. Student files a complaint by completing the grade change request form and submitting it to the director at [ezlatkovsk@usi.edu](mailto:ezlatkovsk@usi.edu) or in person 2. Student completes additional information form, found below 3. Within 24 hours of the grade change request submission, the director creates a Grievance committee, which consists of one IEP full-time faculty representative and the teacher(s) who taught the course concerned in the complaint if it is for courses. 4. Evidence is considered and a decision is made within 48 hours of submission 5. The student is informed of the outcome via email 6. If the student is not satisfied with the outcome, he or she can file a formal complaint at the Center for International Programs for further consideration following the university Grievance procedure. For more information check this document: <http://www.usi.edu/media/3402299/Grievance-and-Complaints-Procedures.pdf> |

**Teacher/Students/Other Complaint –Resolution process**

1. Student files a complaint regarding a faculty member, classmate or other issue by completing the grievance form together with the information form found below; the form should be submitted to the director via email at [ezlatkovsk@usi.edu](mailto:ezlatkovsk@usi.edu) or in person
2. The director collects evidence and talks to witnesses if need be
3. Within 24 hours of the grievance form submission, the director creates a Grievance committee, which consists of one IEP full-time faculty representative, the director, and the Assistant Provost
4. The committee makes a decision and informs both the student and other concerned parties within 48-72 hours
5. If the student is not satisfied with the outcome, he or she can file a formal complaint at the Center for International Programs for further consideration following the university Grievance procedure. For more information check this document: <http://www.usi.edu/media/3402299/Grievance-and-Complaints-Procedures.pdf>

**IEP COMPLAINT/DECISION APPEAL PROCESS INFORMATION**

**1. Personal Details of the person who files the COMPLAINT/APPEAL**

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| **First Name:** |  |
| **Surname/family name:** |  |
| **Address:** |  |
| **Email:** |  |
| **Telephone:** |  |
| **Program of Study : (for students only)** |  |
| **ID No (for students only) :** |  |
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**2. Your Complaint/APPEAL**

**A. Please provide a summary of your complaint/situation below (300 words max).**

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**B. Please describe what action you have taken to pursue the complaint/appeal to date (200 words max)**

**C. Please explain how you would like your complaint to be resolved (200 words max).**

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**D. If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (200 words max).**

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**3. Supporting documentation**

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**Do you wish to submit any supporting documentation for consideration? Yes/No  
  
  
If “Yes”, please tick here to indicate that what you have submitted is complete**

**Signature:**

**Date:**