

What is a student complaint?

UCD is committed to supporting students in expressing dissatisfaction and seeking resolution to any problems encountered while studying here. The University defines a complaint as **an expression of significant or sustained dissatisfaction where a student seeks a specific action to address the issue, including an apology.**

To ensure that problems can be addressed quickly students are encouraged to raise concerns directly with the relevant person or area of the University. It may be possible for issues to be addressed simply and quickly without the need for a formal complaint. However, if dissatisfied with the initial response, students may seek to make a formal complaint under the University's [Student Complaints Policy](#).

What can students make a complaint about?

Formal student complaints can be made about the quality or standard of University services. This includes:

- Quality or standard of any service provided, or failure to provide a service.
- Quality of facilities or learning resources.
- Failure by the University to follow its administrative processes.
- Unfair treatment or inappropriate behaviour by a staff member.
- An alleged action or inaction by the University or a member of its staff.

There is a separate process for complaints of bullying, harassment and sexual misconduct. See [UCD Dignity and Respect](#).

Student Complaint Process

 Informal Resolution	 Stage 1, Local Resolution	 Stage 2, University Investigation	 Completion of complaint process
<p>Student raises concern with the person and may seek advice from their student adviser.</p> <p>If student is dissatisfied with the initial response they may choose to submit a formal complaint.</p>	<p>Student submits completed Stage 1 Student Complaint form to Head of School/Unit where the issue arose (within 15 working days).</p> <p>Head of School/Unit will send a written response to the student (within 15 working days).</p>	<p>Student submits a complaint at Stage 2, seeking an investigation within 15 working days of receipt of outcome at Stage 1.</p> <p>Investigating Officer (staff member) appointed.</p> <p>The Investigation will be conducted and completed within 30 working days.</p>	<p>The Investigating Officer's report is submitted to the AC Committee on Student Appeals and Complaints for final decision.</p> <p>The decision is sent to the student and respondent.</p> <p>If the student is dissatisfied with the handling of the complaint, a complaint may be made to the Office of the Ombudsman.</p>

FURTHER INFORMATION

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