

STUDENTS COMPLAINTS PROCEDURE

The purpose of the procedure is to provide students with a venue to air their non-academic complaints or grievances.

Note: For grievances filed by students pertaining to grades and other academic procedures or policies, SISFU follows the procedure of the relevant partners of SISFU.

1. The customer may drop the complaint in the suggestion box located in the Student Center or may relay his/her concern or problem by phone or in a face-to face manner, or in writing. The customer may decide to speak to a Department Head or to someone in the PR Office. A Customer Log sheet is either filled up by the customer or the addressee Department Head or PR Office will indicate the concern in the Customer Log sheet (SFU/QSFMKT-006)

2. Customer / Department Head / PR Personnel logs the complaint/s in The Customer Log Sheet (SFU/QSFMKT-006)

2.1 The Department Head will provide PR with the copy of the Customer Log Sheet.

2.2 The PR Staff will fill up the logbook with information from PR of the Department Head. He/she will forward the complaint/concern to the person or department concerned.

1.3 The Department Head may decide to follow through the complaint.

3. The PR Office or Department Head relays/endorsees the complaint to the person or department whose task it is to resolve it.

4. The addressee or recipient of the complaint determines the type of complaint, whether it is a simple or a complex concern.

1.1. If the concern is a complex concern, the PR Manager discusses the concern/s with the Management Committee consisting of the President, Dean, Head of HM and Head of Dept. involved.

- The simple concern should be resolved within 3 days from the receipt of the complaint.
- 10 days are needed to investigate and resolve the complex concerns.

- Info regarding complaints are discussed in the Mancom Meeting.

2. The Department concerned or PR reports the case in the Mancom meeting. He/she will create an Action Plan, for approval of the President.
3. The resolution of the concerns will be recorded in the logbook complaints by the PR Staff.
 - 6.1 The Department Head who follows through the case must provide PR with information as to the status of the complaint.
4. Feedback to complainant on the action taken will be written for proper documentation and communicated to the customer through any of the following manners as discussed in the Mancom and in consultation with the President.
 - 1) Personal contact with the complainant by the department directly involved, assuming the complainant's contact information is known.
 - 2) Through the Student Council with the assistance of the Head of Student Relations.
 - 3) By posting the action taken or to be taken on the campus bulletin board if the customer's contact information is unknown.
5. Every end of the month the PR Staff will fill up and submit the SFU/ QSF – MKT - 013 (Customer Complaints Monthly Report) to the President to address if all the concerns / complaints are resolved and for proper documentation.
- If the concern / complaints is not resolved it will brought up to the MANCOM Meeting and they will implement necessary actions.