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## Complaints Procedure

### 1. Purpose

1.1. To outline the CHARM-EU Complaints Procedure.

### 2. Scope

2.1. This procedure applies to complaints eligible to be considered under the CHARM-EU Complaints Policy.

### 3. Benefits

3.1. The benefits of the procedure is that it:

3.1.1. Provides a clear flow for the management and resolution of complaints.

3.1.2. Provides a clear timeline for the resolution of complaints (Refer Appendix 2).

### 4. Procedure

4.1. In the first instance, complaints will be considered as close to the source<sup>1</sup> and time of occurrence of the issue leading to the complaint, and as informally as possible.

4.2. A formal complaints procedure can be initiated when informal approaches have not produced a satisfactory resolution within a reasonable timeframe (four weeks) or when the seriousness of the complaint mandates it.

4.3. A formal complaint must be submitted within six weeks of the occurrence of the issue leading to the complaint.

4.4. Depending on the nature of the complaint, it will be investigated by the relevant CHARM-EU Board or Council.

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<sup>1</sup> The individual or Unit Manager of the administrative unit or services to whom the complaint relates, the module coordinator if the complaint relates to Teaching and Learning, teaching facilities etc.

- 4.4.1. Complaints related to the CHARM-EU MSc in Global Challenges for Sustainability will be investigated by the Programme Board.
- 4.4.2. Complaints related to operational aspects, thematic support offices, financial matters, and resourcing will be investigated by the Executive Board.
- 4.4.3. Complaints related to standards and quality in teaching and research will be investigated by the Academic Council.
- 4.5. Where the complainant is a student, the complaint must be received when they are still a registered student of CHARM EU; and/or within three months of completion of the programme of study.
- 4.6. Complaints should be submitted to the Joint Virtual Administrative Office (JVAO) in the first instance.
- 4.7. They will arrange for the complaint to be investigated fully, objectively and within the stated time frame of six weeks by the relevant CHARM-EU Board or Council.
- 4.8. The complaint must be submitted by using the required Complaint Form (Appendix 1).
- 4.9. Complainants need to be aware that the complaint will be shared with the person or service to which the complaint relates to.
- 4.10. If a complaint is from a group of individuals, a single individual should be nominated as a contact person for this complaint, and submit one complaint only on behalf of the group.
- 4.11. The complainant shall be notified of the outcome of the investigation by the Board dealing with the complaint via the JVAO.

## **5. Responsibility**

- 5.1. The Executive Board is responsible for oversight of this procedure.
- 5.2. The JVAO is responsible for ensuring the procedure is implemented as approved.

## **6. Related Documents**

- 6.1. CHARM-EU Complaints Policy
- 6.2. Complaint Form

## 7. Document Control

**Date of initial approval:** Executive Board 15/05/2025

**Date policy effective from:** 15/05/2025

**Date of next review:** Academic year 2027/2028

## 8. Appendices

### **Appendix 1: Complaint Form Instructions:**

This form should be completed in conjunction with the requirements of the Complaints Procedure (<https://www.charm-eu.eu/policies-and-regulations>). Complete all sections of the form.

If you encounter any barriers in terms of accessibility with the form, or you wish to submit your complaint in an alternative format, please let us know.

Be aware that the complaint will be shared with the person or service to which the complaint relates to.

Return completed form to: The Joint Administration Office at [CHARM-JVAO@uu.nl](mailto:CHARM-JVAO@uu.nl)

### Section 1: Personal details

Your student number if available      [Click here to enter text.](#)

Your name      [Click here to enter text.](#)

Student/Applicant/Staff name

Your position:

1.4 Email

Contact number (Phone)      [Click here to enter text.](#)

## **Section 2: Details of complaint**

Date of incident

[Click here to enter a date.](#)

(Note: If the event happened over a period of time, please insert the start date of the incident)

Please provide a summary of your complaint below. If this is a group complaint,

Please provide a summary of your complaint below (max 1250 chars)

please list other complainants where relevant. (max 1250 chars)

Have you tried discussing this complaint with the person or persons directly involved?

If so, how and with whom?.

Please provide a list of the people, positions, units you have communicated with (and the dates this occurred)

This is what happened and why I believe it did not resolve my complaint (max1250 chars.)

Please provide a summary (max 1250 chars)

Please explain the impact of the issue on you (max 1250 chars.)

Please explain the impact (max 1250 chars)

If you are submitting a complaint more than six weeks following the last related incident please provide a brief explanation for the delay (max 1250chars.)

If applicable, please provide a brief explanation for the delay (max 1250 chars)

Do you have a suggestion for a possible solution to your complaint? (maximum 250 characters)\*

Have you already submitted this complaint elsewhere? If so, where? (maximum 250 characters) \*

By submitting this form, I confirm that I have read the Complaints Procedure and have attempted to resolve the matter locally (please check the box).

## Appendix 2 Complaint Process Flow and Timeline

