

FDI STUDENT COMPLAINT PROCEDURE

Fashion & Design Institute (FDI) is committed to provide its learners a learning experience of highest quality in the Fashion and Design faculty. However, it may happen that students may feel aggrieved by the services provided and may raise concerns about the quality of the learning experience being provided to them.

This document sets out the processes to be followed for formulating complaints. A complaint arises when it is felt that an aspect of a course/programme, Institute service, facility or site is unsatisfactory and should be investigated. A complaint may be of technical, academic, administrative or of general nature and would consequently address differently. This procedure ensures a fair and consistent approach to the way in which the institute deals with complaints from students. It is recognized that FDI has the responsibilities to its students and that apart from the opportunity to acknowledge any shortcomings, complaints, can also be an opportunity to develop and improve its services. Complaints may be formulated by individual learner or by several learners who wish to make a joint complaint.

A complaint may be **Informal** or **Formal**. A grievance made orally is considered informal. Only when a complaint is reduced into writing and duly signed does it become a formal complaint. An informal grievance should be settled informally while a formal grievance should be settled formally following a set of procedures.

Informal Complaints

If a student has a complaint or concern regarding the institute, he/she should first communicate the complaint or concern informally.

Students are encouraged to settle it with their respective member through a sincere dialogue. If the concern is not settled through the dialogue between student and the faculty in concerned, he/she should approach the Head of Learning who shall facilitate a dialogue to act as a mediator and to politely resolve the matter.

As a matter of principle:

- If the complaint concerns the Computer Labs, Learners can talk directly to the IT Officer on duty;
- If the complaint is of administrative nature, learner can talk to the Administrative Officer;
- If the complaint is of academic nature, learners can talk to:
 - (i) The Tutor
 - (ii) Programme Coordinator or Head of Learning
- If the complaint concerns the Learning Resource Centre, learners can talk to Administrative Officer (Student Affairs).

Informal Process

Informal resolution is always preferable and usually the most effective. It is known to provide the quickest solution.

- Student meets with his/her Tutor or Programme Coordinator, discusses the issue.

Note: if the complaint or concern is not resolved with the Tutor or Programme Coordinator, continue with the informal process below

- For academic issues such as classroom issues, grades, faculty members, student meets the Head of Learning.
- For non-academic issues like infrastructure, facilities, etc..., student meets with Administrative Officer (Student Affairs).

Formal Complaints

Formal complaint is applied after informal complaint has been raised without any solution or with student dissatisfaction. This type of complaint can be applied even before an informal complaint application subject to a very serious matter.

Formal Complaint process is much longer than that of an informal one. It needs to be followed step by step.

Formal Process

Step 1: The Student must or fill in a Complaint Form. The form should be completed in order to provide information clearly on:

- (i) The nature of the complaint with date and time and how the student is being affected;
- (ii) Any evidence which may be available to support the complaint;
- (iii) Any actions the students has taken before, with specific date, to try the solve the issue either informally or formally;

For Academic nature complaints: Send the form to the Head of Learning

For any other complaints: Send the form to the Administrative Officer

Step 2: On receiving the complaint, receipt of acknowledgement is sent to the complainer, except if the complaint form is anonymous. And the receiver needs to register the complaint.

Step 3: Once the complaint has been received by the Head of Learning or Administrative Officer, sufficient and reasonable time is allowed for examining the complaint raised. Depending on the complexity and sensitivity of the complaint, it might take a day to 2 weeks before any outcome is seen. While working on the case, relevant staffs is involved and if necessary, the student may be called upon to provide further clarifications or any supplementary information to find the best solution as soon as possible.

Assumption: If the student is still not satisfied with the results, the student may still file an appeal with the Director. The appeal should be made in writing by letter or email containing the student's details (Name, ID, phone number, course undertaking). The student should prepare a detailed written statement about the concern, summarizing the steps he/she has taken to remedy the situation, indicating why the results are not satisfactory. The student will hear the results of the appeal within 10 class days from the date the appeal is received by the Director.