Principles for handling complaints at the University of Applied Sciences Emden/Leer

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**Section 1 Aim and purpose of the Principles**

The University of Applied Sciences Emden/Leer sees itself as an open campus university. It promotes and demands direct and personal contact of all university members as well as respectful interactions with one another.

It thus establishes a conducive culture of continuous improvement in all areas, especially in research and teaching. It lives and recognises the extraordinary integrity, quality and high level of commitment of all university members and staff. However, it cannot be ruled out that misunderstandings or unintended consequences may occur in some cases, and it is possible that mistakes may be made. In the spirit of the idea of an open campus university, we expect for those concerned to seek out a dialogue among themselves. However, if this is not possible, or not desired, all university members and staff have the option of making a complaint.

These principles are intended to clarify the responsibilities and procedural principles at the University of Applied Sciences Emden/Leer.

# Section 2 Presentation of complaints

Complaints of any kind may be made by all university members and staff.

This applies in particular to students in the case of complaints in the area of studies and teaching.

Complaints shall be made in writing. Complaints made anonymously are not pursued further.

Complaints may be submitted to:

* the Dean’s offices of the faculties concerned,
* the Committee or
* other institutions or bodies in the university (e.g. staff council, HR department, student representatives or other institutions of the university).

Complaints about sexual discrimination and violence should be submitted to the complaints office in accordance with the *Directive against sexual discrimination and violence*.

You can find more information on the website of the equal opportunities office.

Complaints about the disrespectful or discriminatory treatment of individuals or groups of students and university staff, and disrespectful or discriminatory treatment towards students in general as such, or towards national, ethnic, religious, gender-specific, political or other social groups are submitted to the university management.

Should this complaints channel appear to be unworkable, all university members and staff also have the option of lodging complaints with the ombudsperson.

# Section 3 Handling complaints

Complaints are treated confidentially.

The body to which the complaint was lodged shall first decide whether the cause of the complaint and its severity are sufficient for it to be pursued further.

If the complaint is to be pursued further, the person or persons about whom the complaint was made is to be informed of this and granted the right to be heard.

Where necessary, in the case of a complaint, and with due regard for confidentiality, the Committee, the Dean’s office or other bodies may seek collegial advice and expert advice.

In the case of complaints which suggest that the applicable legal system of the Federal Republic of Germany has been or will be violated, the university management is informed. The latter decides on the way forward.

The complainant(s) and the persons affected by the complaint must be given feedback on the progress of the procedure or the outcome, at the latest after the handling of the complaint is complete.

# Section 4 Final provisions

These principles enter into force immediately. They shall be made known to all university members and staff.

They are initially limited to two years. They will then be evaluated and resubmitted to the Senate for a decision.