

STUDENT COMPLAINT POLICY

Responsible Officer		The Dean, PIDC	
Contact Officer		Dr. Ajay Telang ajay@pidc.edu.my	
Associated Documents		Student Code Mentor-Mentee Programme Guidelines ISO complaint form PIDC-SA-05-FRM-10	
Version	Authorization by	Approval Date	Effective Date
2.0	The CEO of PIDC	Dec 23	Jan 24

Policy Statement

Penang International Dental College aims to resolve student's grievances and problems promptly, effectively and efficiently.

Scope and Purpose

- The purpose is to establish a policy and procedures for student grievances.
- To provide a framework for resolving complaints and grievance made by students with regards to complaints pertaining to academic, person and administration process.
- This policy applies to students enrolled at Penang International Dental College from year 3 to year 5.
- Every student (or group of students) has the right to raise issues concerning academic and administrative processes.

Student complaints procedure

The college recognizes the importance of effective complaint management as both, a tool and a source of information for service improvement. The college recognizes the rights of students to raise an issues of concern about the services provided.

Procedure overview

- Stage 1: Local resolution/ Local Process (at Mentor/HOD level)
- Stage 2: Formal Lodging of the Complaint/ Central Process (at the Dean's office)
- Stage 3: Resolution by the Management committee

STAGE 1: LOCAL RESOLUTION/ LOCAL PROCESS

- Every student (or group of students) has the right to raise issues concerning academic and administrative processes.
- The student shall first inform the individual responsible for that service, for e.g. person in charge or HOD/ their Mentor. The related issues and concerns must be brought to the notice as quickly as possible as and no later than 10 days. This will enable the department concerned to address the problem mitigate the problem at the earliest.
- The Mentor/ HOD has a responsibility to respond to, check whether the complaint is within the remit of *Student Complaint Policy*, within a time frame of 15 working days and try to resolve all issues raised to the satisfaction of all parties. All necessary actions should be taken to resolve the problem at this informal stage.

Please refer to Mentor Mentee Program on the PIDC e-portal for further details.

STAGE 2: FORMAL LODGING OF THE COMPLAINT/ CENTRAL PROCESS

- If the issues and concern remain unresolved and unsatisfactory at Stage 1, the student can lodge a formal complaint in the prescribed complaint form at the Dean's office, within the next five working days.
- The student must submit to the Dean's office, a written statement which must include the student's complete details with a detailed description of the complaint, background of the problem, exact nature of the grievance and statement reviewing the grievance procedures followed. The complaint form for this purpose is available on the PIDC e-portal as "*Student Complaint Form*".

STAGE 3: RESOLUTION BY THE MANAGEMENT COMMITTEE

- The Dean will conduct an informal meeting with the student and the concerned faculty with the copy of the complaint form, grievance feedback and a statement in response to the student's grievance from the HOD/Mentor.
- If necessary, the Dean shall appoint a committee to review the grievance and convey his recommendations to the Management committee.

- The Management Committee shall schedule a meeting and inform the members, the student and faculty member of the time and place of the meeting.
- The Committee will review the written grievance and the faculty member's response and present recommendations to the Dean.
- The Dean will present his recommendation to the Management Committee for further action.
- The Dean will counsel the student, inform the Parent/ Guardian and will arrange for psychological counselling, if necessary.
- Decision of the Management Committee shall be final and written communication will be sent to the complainant, concerned mentor and HOD.

RECORDKEEPING

Notes and documentation must be kept at all stages of the resolution of a complaint including records of meetings, discussions and action proposed and taken. All record and documents considered in handling a complaint at stage 1, stage 2 and stage 3 process must be stored in a confidential college file.

CONFIDENTIALITY

All parties involved in a complaint including the complainant, HOD/Mentor, appointed committee and Management Committee must maintain confidentiality about the complaint. Information and records about a complaint will be kept confidential and will only be divulged to staff of the college with direct involvement in the process and those to whom it is necessary to enable proper investigation of the matter.

AIMS OF THE PROCEDURE

- The aims of the procedure are to:
 - Encourage local and prompt resolution in as many cases as possible.
 - Be simple, open, accessible and accountable.
 - Be non-adversarial.
 - Be fair to all parties involved and avoid allocating unnecessary blame to individuals
 - Lead to service improvement

- A successful resolution at any stage of the procedure should:
 - Be honest
 - Be fair to all parties
 - Include an apology and/or other form of recompense if appropriate
 - Include corrective and/or preventive action or provide a clear and honest explanation of what has happened and why further action is not appropriate

BREACH OF POLICY

Failure to comply with this policy will be ground for disciplinary action

REVIEW

This policy will be reviewed periodically and revised as and when required.

APPROVAL

History

Version	Authorization by	Approval Date	Review Date	Effective Date	Sections modifications
1.0	The CEO, PIDC	Sep 2016	Sep 2016	Oct 2016	--
2.0	The CEO, PIDC	--	July 2017	July 2017	--
2.0	The CEO, PIDC	--	Feb 2020	Feb 20	Reviewed No changes
2.0	The CEO, PIDC	--	Jan 22	Jan 22	--
2.0	The CEO, PIDC	--	Dec 23	Jan 24	--