

Student Complaint Procedure (*Non-Academic*)

The Centre for Education Programmes (CEP) takes seriously the concerns and complaints made by students from time to time. Therefore this Student Complaint Procedure provides a process for all students enrolled in the undergraduate and graduate programmes to receive attention and a quick resolution to Non-Academic disputes and complaints that do not fall within the scope of other complaints procedures at the University. These matters would be investigated fairly and thoroughly following an unbiased process. All information received during this process will be held in strict confidence and will only be disclosed to resolve the complaint.

Students may submit their complaints individually or collectively using the following procedure:

Established protocol

Step 1 - Student(s) should raise their complaint in writing within 3 working days of the incident with their **Specialization Discipline Leader**.

The **Specialization Discipline Leader** will respond to the student(s) within 3 working days upon receipt of said complaint. An alternative timescale may be issued depending on the severity of the complainant. If you are dissatisfied with the outcome, you can escalate your complaint to Step-2.

If the complaint is against the Specialization Discipline Leader, then the student should direct their letter to the **Discipline Leader/General Administration** using the steps outlined in the procedure.

Your issue should be explained clearly, and you must include the expected outcome.

Step 2 - An unresolved complaint should be raised within 3 working days with the **Discipline Leader/General Administration** at your based campus.

The **Discipline Leader/General Administration** will respond to the student(s) within 3 working days upon receipt of said complaint. An alternative timescale may be issued depending on the seriousness of the complainant. If you are dissatisfied with the outcome, you can escalate your complaint to Step-3.

Step 3 - An unresolved complaint should be raised in writing within 3 working days with the **Programme Leader** for final mediation.

The **Senior Administrative Officer** will schedule an appointment for the student(s) and a Guild Representative within 3 working days upon receipt of said complaint.

Student(s) Responsibilities:

1. Student(s) are reminded of their right to inform their Guild Representative(s) of any complaints. Your representative can take notes, ask questions and make representation on your behalf.
2. Student(s) shall address complaints to the:
Specialization Discipline Leader
Centre for Education Programmes
Tamana or Point Lisas or Tobago (*select your campus*)
3. Student(s) must include their student ID#, full name, campus, specialization, email address and contact number.
4. It is the student(s) responsibility to make their case.
5. Complaints will NOT be accepted for further investigation if:
 - your rationale for complaint is unclear
 - you don't provide evidence
 - you fail to include important dates, times and other details necessary for determining the eligibility of the complaint

Additional Information:

1. No student(s) would be victimized for bringing a complaint to the attention of the Administration. The complaint should be reported immediately.
2. A complaint can be submitted via email address or in-person where applicable.
3. Meetings to discuss a complaint would be scheduled at a mutually agreeable time.
4. Where a complaint is collective, a representative should be nominated as the spokesperson for the group.
5. Where a complaint is justified, an appropriate solution will be offered within the bounds of what is reasonable and practicable to for the department.
6. Student(s) must not engage in frivolous, vexatious or malicious complaints. In such cases, the CEP Department reserves the right to terminate any consideration to the complaint and reasonable action may be taken against the complainant.
7. It is the right of a student or group to withdraw their complaint at any time in the process, in writing.

Discipline Leaders

- Dr. Judy Rocke - Associate Professor/Programme Leader
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- Carla Thompson - Senior Administrative Officer
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- Point Lisas - Dr. William Mollineau
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- Tamana - Dr. Barbara Constance
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- Tobago - Dr. Trevor Garcia
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Discipline Leaders *(continue)*

ECCE -

Dr. Cynthia Celestin

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Early Childhood Care and Education (ECCE)

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SPED -

Catherine Ali

Senior Instructor

Special Needs Education (SPED)

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MEdu -

Dr. Leesha Roberts

Senior Instructor

Master of Education in Educational Technology (MEdu)

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contact information for General services

Point Lisas Campus: CEPadminPointLisas@utt.edu.tt

Tamana Campus: CEPadminTamana@utt.edu.tt

Tobago Campus: CEPadminTobago@utt.edu.tt