

CHAPTER 20

STUDENT PROGRESS AND COMPLAINTS COMMITTEE

20.1 Terms of Reference

- (i) To consider appeals or representations from students whose registrations have been terminated normally on the grounds of:
 - (a) procedural irregularity at the Faculty/Centre Board;
 - (b) new evidence, which could not have been available at the Faculty/Centre Board;
- (ii) To permit those students whose appeals are allowed to remain in the University to proceed with their studies subject to such conditions as the Committee may impose.
- (iii) To consider cases of students whose registrations have not been terminated but who are appealing against other decision(s) of the Faculty/Centre Board;
- (iv) To consider complaints from students pertaining to their Programmes of Studies (excluding review of examination scripts).

20.2 The Committee will not normally consider cases of students who have reached the end of the maximum allowable period of study.

20.3 The Student Progress and Complaints Committee reports directly to Senate subject to section 20.9.12.

20.4 Composition of the Student Progress and Complaints Committee

The Student Progress and Complaints Committee (SPCC) will comprise the following members for a period of 2 years:

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| Pro-Vice-Chancellor (Academia) | Chairperson |
| Two Deans of Faculty not involved in the case(s) nominated by the Vice-Chancellor | Members |
| Three members of the academic staff appointed by Senate | Members |
| Students' Representative on Senate/ TRC/ Discipline Committee (in order of priority) | Member |
| Registrar's Representative | Secretary |

20.5 The Committee shall have the power to co-opt other member(s) of staff of the University, or other person(s), as the Committee considers appropriate.

20.6 The Chairperson of the Committee is empowered to decide which items of business should be reserved items.

20.7 The quorum for the Committee shall be four.

20.8 Neither the Dean/ Director of the relevant Faculty/ Centre nor any other member directly related with the student's studies shall participate in or be present at the decision of the Committee. S/he may provide information and respond to questions by the Committee.

20.9 Operational Guidelines for the Student Progress and Complaints Committee

20.9.1 All appeals and complaints by students shall be made in writing to the Registrar who will forward them to the Chairperson of the Student Progress and Complaints Committee.

20.9.2 Complaints pertaining to Programmes of Studies should be forwarded to the Registrar's Office before the start of examinations.

20.9.3 The Chairperson of the Student Progress and Complaints Committee reserves the right to refer appeals or complaints to other instances as appropriate, e.g. Faculty/ Centre/ Central Administration (VC, Registrar as appropriate).

20.9.4 The student should submit the following documents:

- (i) a written statement giving full details of her/his case to be considered;
- (ii) documentary evidence to support her/his case under consideration, e.g. any extenuating circumstances, which the student thinks may have affected her/his performance.

20.9.5 A written acknowledgement should be sent to the student by the Registrar's Office within two weeks after receipt of the letter from the latter.

20.9.6 The outcome(s) or any action(s) to be taken in case of appeals or complaints referred and dealt at instances other than the SPCC, should be notified to the Chairperson of the Student Progress and Complaints Committee, within fifteen days of referral of the case, for appropriate and necessary action.

20.9.7 All appeals and complaints of students that cannot be dealt at Faculty/ Centre/ Central Administration (VC, Registrar as appropriate) level and appeals and complaints dealt unsatisfactorily by the latter will be considered by the Student Progress and Complaints Committee.

20.9.8 The Student Progress and Complaints Committee may give a hearing to the student, if necessary. The student may also be called for a hearing when her/his case has been referred to other instances. No member directly related with the student's appeal(s) or complaint(s) shall participate in or be present at the deliberation. S/he may however provide information and respond to questions.

20.9.9 After consideration of the case, the Student Progress and Complaints Committee may make one of the following decisions:

- (i) the student be permitted to proceed with her/his studies with or without conditions;
- (ii) the student be required to withdraw permanently;
- (iii) the student be permitted to repeat her/his year of study;

- (iv) remedial action(s) be taken by Central Administration (VC, Registrar as appropriate) or Dean/ Director of the Faculty/ Centre;
- (v) not entertain the complaint.

20.9.10 The recommendation(s) of the Student Progress and Complaints Committee regarding progress of students will be forwarded to Senate for approval.

20.9.11 Students shall have no right to appeal against the recommendation(s) of the Student Progress and Complaints Committee as approved by Senate.

20.9.12 The recommendation(s) of the Student Progress and Complaints Committee regarding complaints of students against staff will be forwarded to the Vice-Chancellor for appropriate action.

20.9.13 Students submitting frivolous complaints (e.g. unsubstantiated allegations) may be referred to the Discipline Committee for appropriate action.

QA updated on 26.10.2015