

2024

Complaint Policy- CSBT Campus

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1. Introduction

The purpose of this policy is to ensure that all complaints raised by students, staff, visitors, or other stakeholders at CSBT Campus are handled promptly, fairly, and consistently. The CSBT Campus is committed to providing an environment where concerns can be expressed freely and addressed effectively to improve the overall experience of everyone involved.

2. Scope

This policy applies to all members of the CSBT Campus community, including students, faculty, administrative staff, and visitors. It covers complaints about any aspect of campus life, including but not limited to academic issues, facilities, services, behavior of staff or students, and campus safety.

3. Principles

- **Confidentiality:** Complaints will be handled with the highest degree of confidentiality to protect the privacy of all parties involved.
- **Impartiality:** All complaints will be addressed in a fair and unbiased manner.
- **Responsiveness:** Complaints will be acknowledged promptly, and efforts will be made to resolve them as quickly as possible.
- **Transparency:** The complaints process will be clear and accessible to all members of the CSBT Campus community.
- **Improvement:** Feedback from complaints will be used to improve services and policies.

4. Complaints Procedure

4.1 Informal Resolution

In many cases, complaints can be resolved quickly and effectively without the need for formal procedures. Complainants are encouraged to raise their concerns directly with the person or department involved. If a satisfactory resolution is reached, no further action is required.

4.2 Formal Complaints

If the issue is not resolved informally, or if the complainant prefers a formal process, the following steps should be taken:

4.2.1 Submission of Complaint

- Complaints should be submitted in writing to the Complaints Officer via email or a complaint form available at the campus office.
- The complaint should include the complainant's name, contact information, a detailed description of the issue, and any supporting documentation.

4.2.2 Acknowledgement

- The Complaints Officer will acknowledge receipt of the complaint within five working days.
- The complainant will be informed of the next steps and the expected timeline for resolution.

4.2.3 Investigation

- The Complaints Officer will conduct a thorough investigation of the complaint, which may include interviews with relevant parties and review of documents.
- The investigation will be completed within 20 working days of receiving the complaint. If more time is needed, the complainant will be informed of the delay and the reasons for it.

4.2.4 Resolution

- Once the investigation is complete, the Complaints Officer will provide a written response to the complainant detailing the findings and any actions to be taken.
- If the complaint is upheld, appropriate remedial actions will be implemented.
- If the complaint is not upheld, the complainant will be given a clear explanation of the reasons.

4.3 Appeals

- If the complainant is dissatisfied with the outcome, they may appeal the decision.
- Appeals must be submitted in writing to the Appeals Committee within 10 working days of receiving the initial decision.
- The Appeals Committee will review the appeal and provide a final decision within 15 working days.
- The decision of the Appeals Committee is final.

5. Monitoring and Reporting

- All formal complaints and their outcomes will be recorded in a complaints log maintained by the Complaints Officer.
- Anonymized data on complaints will be reviewed quarterly by the Campus Management Team to identify any trends or areas for improvement.
- An annual report on complaints will be presented to the Board of Director, highlighting key issues and actions taken.

6. Support for Complainants

- The CSBT Campus recognizes that making a complaint can be stressful. Support services are available to complainants, including counseling and advocacy services.
- Complainants will be informed of the support available to them throughout the process.

7. Preventing Reprisal

- The CSBT Campus strictly prohibits retaliation against anyone who files a complaint in good faith.
- Any member of the campus community who engages in retaliatory behavior will face disciplinary action.

8. Communication and Training

- This policy will be widely communicated to all members of the campus community through orientation sessions, the campus website, and other appropriate channels.
- Staff involved in handling complaints will receive regular training to ensure they are equipped to manage complaints effectively and sensitively.

9. Review of Policy

- This policy will be reviewed annually to ensure it remains effective and responsive to the needs of the CSBT Campus community.
- Feedback on the policy will be sought from students, staff, and other stakeholders as part of the review process.

10. Contact Information

For further information or to submit a complaint, please contact:

CSBT Campus

susil@csbt.edu.lk

0312121219

11. Conclusion

The CSBT Campus is committed to fostering a positive and inclusive environment where all members feel valued and heard. By providing a clear and accessible complaints policy, we aim to address concerns effectively and continuously improve the campus experience for everyone.