I REPORTING A GRIEVANCE

1. From time to time, students may wish to report a grievance related to their experience at the University. Before lodging a grievance, students should ensure that any procedures relating to the situation, including appeal, have been completed. The University is open to receive feedback and complaints in our efforts to enhance the quality of NTU graduate education.

2. As a general proposition, a student should first discuss the problem and seek solution with the individuals most directly involved. If informal means of resolution prove unsuccessful, the student should detail in writing the substance of the issue, the grounds for it and evidence on which it is based, and efforts taken to date to resolve the issue. For timely resolution, a student should submit his/her report of a grievance to the relevant Dean of the College and follow the procedure of that College to reach a resolution.

3. Reports of grievance can also be submitted directly to the Associate Provost (Graduate Education). These will similarly be investigated by the relevant Dean of College.

4. For a grievance pertaining to the graduate student’s supervisor, the graduate student may first seek the assistance of the external TAC member or the Chair of the School.

5. Only reports submitted by the affected student will be accepted.

6. Students may jointly report a grievance when more than one student has been affected. If two or more reports are received independently about the same matter, they may be considered jointly by agreement of all parties concerned.

7. The University recognises that timely and effective communication is critical when attempting to resolve difficulties experienced by students. A student can expect to have their report of a grievance promptly acknowledged by the College office.

8. Students must report grievances as soon as possible after the event or action which is the subject of the report.

9. Reports that are frivolous, malicious or lacking in substance will not be investigated.

10. Any student will not suffer discrimination or disadvantage as a direct result of reporting a grievance.
II CONFIDENTIALITY

11. All parties involved must maintain confidentiality about the grievance and the process (of reporting, investigation and resolution). Information and records shall be kept confidential and only divulged to employees of the University with direct involvement in the process.

12. The University will seek to maintain the confidentiality of all parties involved.