

FACULTY OF EDUCATION

ACADEMIC GRIEVANCE PROCEDURE

1. CLARIFICATION OF CONCEPTS

- 1.1 An academic grievance is any matter that is related to supposed or alleged unfair treatment, the content and presentation of programmes (including vagueness concerning students' expectations), the learning environment and educational media, the evaluation of modules, or any form of discrimination or dishonesty within the academic context.
- 1.2 Administrative grievances are grievances related to matters such as the choice of modules, programmes, registration, student fees, etc.
- 1.3 Group grievances are grievances that affect more than one member of the Education Students' Committee (ESC).
- 1.4 Members of the ESC ('members') are all residential, full-time undergraduate, postgraduate and honours students who are registered with the Faculty of Education during the particular year.
- 1.5 Management are the elected representatives of the different fields of educational studies, as compiled according to article 4 of the Constitution.
- 1.6 The Constitution is the Constitution of the ESC of Stellenbosch University, as amended and approved on 27 September 2004.

2. DEALING WITH GRIEVANCES

Members must make use of the following channels and procedures in dealing with grievances. Please note that the appropriate route form **must** be completed and kept up to date. The request will be referred back if this procedure is not followed.

- 2.1 Administrative grievances
 - 2.1.1 Approach the Faculty Secretary of the Faculty of Education (with regard to choice of modules, registration and programmes) or the Student Fees Division (with regard to student fees) and, if the problem is not resolved, speak to
 - 2.1.2 the Registrar.
- 2.2 Academic grievances
 - 2.2.1 Speak to the lecturer(s) concerned or (should the member so prefer, or if the problem is still unresolved)
 - 2.2.2 Complete an academic grievances form and submit it to the class representative. The class representative follows the procedure as set out below:
 - (i) Discuss the grievances form with the lecturer in order to reach an agreement on the steps that are needed to deal with the grievances and to solve the problem. A copy of the grievances form is submitted to the Departmental Chairperson (or the Dean if the Departmental Chairperson is involved). If the problem is not resolved,

- (ii) consult the Departmental Chairperson, and if the problem is still not resolved,
 - (iii) consult the Vice-Dean (Teaching) as empowered assignee of the Dean. If the problem is still not resolved, the student should
 - (iv) consult the Dean of the Faculty of Education, and as a last resort,
 - (iv) consult the Vice-Rector, (Teaching).
- 2.2.3 In the case of group grievances the procedure as set out in 2.2.2 should be followed.
- 2.2.4 The Deputy Dean (Teaching), Dean or Vice-Rector (Teaching) can investigate the grievances in any appropriate way, for example by appointing a committee or assigning a suitable person to investigate specific academic grievances. Such a committee or person is required to deal with the grievances independently and confidentially.
- 2.2.5 The grievances should be dealt with as speedily as possible and satisfactory feedback must be given to the class representative.

3. FORMS FOR ACADEMIC GRIEVANCES

Grievances forms are available from:

- The management of the Education Society, namely the Education Student Committee (ESC).
- The website of the Faculty of Education.
- The office of the Departmental Chairs.
- The Faculty Manager's office.
- Information booklets that are handed out to BEd and PGCE students at the start of each year

FACULTY OF EDUCATION
ACADEMIC GRIEVANCE PROCEDURE

PROCEDURE AND ROUTE WITH REGARD TO ACADEMIC COMPLAINTS

PROGRAMME:

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MODULE IN WHICH PROBLEM IS BEING EXPERIENCED:

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LECTURER INVOLVED

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DESCRIPTION OF COMPLAINT / PROBLEM:

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STEP 1: LECTURER

HAVE YOU OR YOUR CLASS REPRESENTATIVE MET WITH THE LECTURER TO DISCUSS THE MATTER?

Yes / No? Please mark the appropriate word.

IF YES, THE RELEVANT LECTURER IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of lecturer:

(Please print initials and surname.)

OUTCOME OF DISCUSSION:

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IF NO, YOU ARE REQUIRED TO FOLLOW THE ABOVE-MENTIONED ROUTE FIRST; OTHERWISE PLEASE EXPLAIN BELOW WHY YOU DID NOT FOLLOW IT.

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STEP 2: DEPARTMENTAL CHAIRPERSON

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE LECTURER, DID YOU OR THE CLASS REPRESENTATIVE CONSULT THE DEPARTMENTAL CHAIRPERSON IN WHOSE DEPARTMENT THE MODULE/S IS/ARE OFFERED?

Yes / No? Please mark the appropriate word.

IF YES, THE RELEVANT CHAIRPERSON IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Chairperson:

(Please print initials and surname.)

OUTCOME OF DISCUSSION:

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IF NO, YOU ARE REQUIRED TO TAKE THE ABOVE-MENTIONED ROUTE FIRST; OTHERWISE PLEASE EXPLAIN BELOW WHY YOU DID NOT FOLLOW IT.

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STEP 3: VICE-DEAN (TEACHING)

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE LECTURER, DID YOU OR THE CLASS REPRESENTATIVE CONSULT THE VICE-DEAN (TEACHING)?

Yes / No? Please mark the appropriate word.

IF YES, THE VICE-DEAN (TEACHING) IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Vice-Dean (Teaching):

(Please print initials and surname.)

OUTCOME OF DISCUSSION:

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IF NO, YOU ARE REQUIRED TO TAKE THE ABOVE-MENTIONED ROUTE FIRST; OTHERWISE PLEASE EXPLAIN BELOW WHY YOU DID NOT FOLLOW IT.

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STEP 4: DEAN

IF YOU WERE NOT SATISFIED AFTER HAVING CONSULTED THE VICE-DEAN (TEACHING), DID YOU OR THE CLASS REPRESENTATIVE CONSULT THE DEAN?

Yes / No? Please mark the appropriate word.

IF YES, THE DEAN IS REQUIRED TO SIGN HERE TO CONFIRM THAT HE/SHE HAS BEEN CONSULTED ABOUT THE MATTER.

Signature of Dean:

(Please print initials and surname.)

OUTCOME OF DISCUSSION:

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IF NO, YOU ARE REQUIRED TO TAKE THE ABOVE-MENTIONED ROUTE FIRST; OTHERWISE PLEASE EXPLAIN BELOW WHY YOU DID NOT FOLLOW IT.

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STEP 5: VICE-RECTOR (TEACHING)

If you have not received a satisfactory reply from the Dean, the next step is to submit your grievance to the Vice-Rector (Teaching).

WHERE CAN THE FORMS BE OBTAINED?

Grievances forms are available from:

- The management of the Education Society, namely the Education Student Committee (ESC).
- The website of the Faculty of Education.

- The office of the Departmental Chairs.
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RECORD KEEPING AFTER COMPLETION OF PROCESS

On completion of the process, regardless of the step at which it was concluded, this form or a certified copy thereof **must** be submitted to the Dean for filing and safekeeping.
