


. Organization  <i>The Global University in Islamic Finance</i>	Doc. Title Academic Grievance Procedure	Version 2	Date 10/02/2010
	Owner Head of CIFP Dept , Head of Graduate Studies Dept		

1.0 Objective

INCEIF is committed to resolving any student grievance or complaint promptly, equitably and in a professional manner that respects the privacy of all parties involved. This grievance procedure is for academic complaints from INCEIF students. INCEIF shall not entertain any anonymous grievances.

2.0 Scope

This set of Regulations applies to academic grievances only, and subject to the Academic Regulations of each particular programme.

3.0 Definition of Term

- 3.1 Academic Grievance Defined as any event that may impair the student's ability to progress academically at INCEIF.
- 3.2 Re-Marking Defined as an appeal process for re-marking of the examination script. This appeal process is provided for Graduate Studies programmes i.e. Masters and PhD, however there is no such appeal process for CIFP programme.


4.0 Reference

None

5.0 Responsibility and Authority

The following are the key implementors of the Grievance Procedures:

- a. CEO: Chief Executive Officer
- b. CAO: Chief Academic Officer
- c. COO: Chief Operations Officer
- d. GSD Head: Head Graduate Studies Department
- e. CD Head: Head CIFP Department
- f. GSA: Graduate Student Advisor
- g. CSA: CIFP Student Advisor
- h. ESP Head: Head Education Service Provider (to be named for each respective ESP).


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Procedures:

Items	Actions	Responsibilities
1.	Origin of Complaints	
1.1	Complaints are accepted from all students regardless of: <ol style="list-style-type: none"> Whether they are currently residing in Malaysia or overseas; The location of the campus they are attending or applying to attend; The mode in which they study. 	
2.	Nature of Complaints	
2.1	All complaints and appeals from students are dealt with free of charge.	
2.2	Students who have a complaint about marks, assessment, late submission, credit transfer or any other academic issue are deemed to have an academic grievance and must follow the process as outlined herein.	Complainant
2.3	The complainant (i.e. student) and respondent (i.e. staff member concerned) will not be victimized or discriminated against in any manner and all details of the complaint and subsequent investigation will remain strictly confidential.	Complainant
2.4	The complainant is entitled to ask for assistance in the form of a translator/ interpreter at any time during the process. The complainant and respondent may bring one person (an existing student/employee from within INCEIF) to represent or support them to any meetings arranged at any stage of the process.	Complainant
2.5	Class Attendance	
2.5.1	During the grievance process, students will attend their classes as usual. The only circumstances in which a student may not continue to attend classes is if their health or safety is potentially at risk or if they pose a health or safety risk to other students or staff members.	Complainant
2.6	Respond and Appeal	
2.6.1	Any academic staff member of INCEIF can respond to any grievance.	INCEIF
2.6.2	The Chief Academic Officer of INCEIF is authorized to respond to all appeals.	
3.	Grievance Resolution	
3.1	In the first instance, students or parents are encouraged to reach a resolution by approaching the staff member concerned to discuss the issue at hand.	Complainant

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	<p>For academic complaints, this would usually be directed to one of the following staff members:</p> <ol style="list-style-type: none"> Head Graduate Studies Department Head CIFP Department Graduate Student Advisor CIFP Student Advisor Head ESP (to be named for each respective ESP) 	
3.2	An initial grievance is dealt with at a local level (i.e. lecturer/teacher/tutor) in an informal manner. Students are encouraged to raise any academic concerns at any time with the teaching staff.	Complainant
3.3	In some circumstances, students may feel uncomfortable speaking with the lecturer/teacher/tutor concerned, for example, if it is a complaint about their style of teaching. In this case it is appropriate that the student contact the Head of Department for the Programmes (Graduate Studies, CIFP, ESP), and discuss the issue informally with them.	Complainant
4.	Re-Marking Procedures for Graduate Studies	
4.1	If a student feels that the mark given to him/her for an examination is unfair or unjustified, he/she may take actions in the following order:	Complainant
4.1.1	The student should approach his/her lecturer informally and ask the lecturer to explain the results.	Complainant
4.1.2	<p>If, after speaking to the lecturer, the student still feels that the work has not received a fair grade, he/she should speak to the Head of Department who will take the following actions:</p> <ol style="list-style-type: none"> Explain to the student that submitting work for remarking is a risk, he/she may receive a lower mark than his/her initial one, and this new mark will then be recorded as the student's grade. Inform the student that there is a non refundable fee of RM100.00 for remarking. If the student still wishes to proceed, then the Head of Department will ask the student to provide a formal letter together with the fee. The answer scripts will be examined based on two (2) perspectives: <ol style="list-style-type: none"> Procedural error. If a procedural error, such as a mistake, is found the lecturer will be asked by the Head of Department to correct the error and revise the marks and grades accordingly. Content of the answer based on the marking scheme. 	Complainant / INCEIF
4.1.3	The Head of Department will then organize for the student's work to be remarked by another faculty member of the same subject. At this stage, the Head of Department will inform the student's lecturer that	Complainant / INCEIF

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	the work is being remarked.	
4.1.4	The independent marker will be given a copy of the examination script together with the answer scheme. The student's name and marks will be removed from the paper.	INCEIF
4.2	All requests for re-marking must be made within one (1) week of the examination results being released.	INCIEF
4.3	The re-marking of examination script will be completed within two (2) weeks from the date of submission of appeal.	INCIEF
4.4	The student will be informed of the outcome of the re-marking after the necessary approvals.	INCIEF
5.	Lodging an Appeal	
5.1	<p>If a student cannot resolve the grievance and they wish to lodge an appeal, they should:</p> <ol style="list-style-type: none"> a. Provide their name, contact details (must not be anonymous) and details of the complaint in writing (fax, email, letter) to the Chief Academic Officer, INCEIF. b. They should also detail the steps that have been taken so far. c. Understand that it is a serious procedure and it will be investigated. d. Understand that it is a formal complaint as opposed to comments, feedback or suggestion. e. Be aware that the staff member concerned will be informed that a complaint has been made against them or in relation to a decision they have made. The Chief Academic Officer will acknowledge receipt in writing within 5 days. The acknowledgement will: <ol style="list-style-type: none"> i. Provide their contact details ii. Outline the complaints process and advise that a decision will be made within 14 business days of receiving the complaint in writing and iii. Identify any foreseeable delays. 	Complainant

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Records None

Flowchart None

Appendix None

Document History

Version	Date	Descriptions
1	18/12/2008	Issue for use.
2	10/02/2010	Refer DECR no. 22/2010.

PROCEDURE