

Student Grievances And Redressal Policy

POLICY # EAI/2024/241037

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Institute**

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1. Introduction

The Euro American Institute, is dedicated to fostering an academic environment that upholds fairness, transparency, and due process. It recognizes that students may face academic, administrative, or personal difficulties during their educational journey. This policy provides a structured mechanism for addressing and resolving student grievances efficiently while ensuring that their rights and interests are protected.

1.1 Objectives of the Policy

This policy aims to:

- **Provide a structured grievance mechanism** – Establishes a clear and accessible system for students to raise their concerns in a formal and transparent manner.
- **Ensure fair, impartial, and timely resolutions** – The policy guarantees that grievances are addressed in a non-discriminatory manner and within specified timelines.
- **Protect student rights** – Ensures that students' academic and personal well-being are safeguarded.
- **Maintain a positive academic atmosphere** – Resolving conflicts in an equitable and just manner promotes a healthy learning environment.
- **Prevent retaliation** – Students who report grievances are protected from any form of retaliation or unfair treatment.

1.2 Guiding Principles

The policy is built on the following principles:

- **Accessibility** – The grievance process should be easily accessible to all students, regardless of their program mode (full-time, part-time, or online).
- **Transparency** – All procedures should be clearly outlined, ensuring that students understand the steps involved in filing and resolving grievances.
- **Confidentiality** – Student grievances must be handled discreetly, ensuring that personal details remain confidential.
- **Impartiality** – The grievance process should be conducted fairly, without any bias or discrimination.
- **Accountability** – The institution must take responsibility for investigating and resolving grievances efficiently.

2. Scope of the Policy

This policy applies to all students enrolled in full-time, part-time, and online programs at the Euro American Institute, Malta. It addresses grievances related to academic matters, administrative processes, student conduct, and other aspects of the online learning experience.

2.1 Academic Matters

Students may raise grievances related to academic concerns, including:

- **Assessment and Grades** – Cases where students believe that they have been unfairly graded or that their assignments/exams have not been evaluated properly.
- **Examinations** – Issues such as errors in question papers, unfair treatment during examinations, and delays in result announcements.
- **Faculty Conduct** – Complaints regarding faculty members engaging in unprofessional behavior, bias, or failure to conduct classes as per the syllabus and guidelines.
- **Academic Integrity** – Issues concerning accusations of plagiarism, disputes over research ethics, or unfair disciplinary actions.
- **Course Delivery** – Complaints about poor teaching quality, unstructured lectures, lack of course materials, or faculty not meeting academic commitments.

2.2 Administrative Matters

Students may file grievances related to administrative policies and procedures, including:

- **Admissions** – Issues regarding admission denial, incorrect application processing, or non-transparency in selection criteria.
- **Records & Documentation** – Concerns about errors in student records, transcripts, certificates, or delays in issuing important documents.
- **Financial Matters** – Complaints regarding tuition fees, billing errors, delayed refunds, or miscommunication about financial aid and scholarships.
- **Student Services** – Issues related to unresponsive administration, lack of career guidance, inefficient handling of student queries, and inadequate student support services.

2.3 Student Discipline and Misconduct

Students may report cases involving:

- **Harassment and Discrimination** – Any unfair treatment, racial discrimination, or instances of bias based on gender, nationality, religion, or disability.
- **Bullying and Threats** – Complaints related to verbal abuse, cyberbullying, intimidation, or physical threats by faculty, staff, or fellow students.
- **Unfair Disciplinary Actions** – Cases where students feel that they have been wrongly penalized or subjected to excessive disciplinary measures.

- **Code of Conduct Violations** – Instances of faculty or students breaching institutional policies, professional ethics, or academic guidelines.

2.4 Facilities and Infrastructure

Grievances regarding campus and online infrastructure include:

- **IT and Online Learning Platforms** – Complaints related to technical glitches, login issues, poor platform functionality, or inaccessibility of course materials.
- **Library and Study Resources** – Lack of access to updated books, digital resources, or research materials.
- **Physical Infrastructure** – Complaints about classroom conditions, broken facilities, safety hazards, or insufficient study spaces.
- **Accommodation Services** – Issues with on-campus housing, maintenance of hostels, or inadequate student housing support.

2.5 Other Issues Affecting Student Well-Being or Rights

Other concerns include:

- **Unclear Institutional Policies** – If rules and regulations are ambiguous, inconsistent, or not properly communicated.
- **Mental Health and Well-Being Support** – Complaints regarding inadequate counseling services, lack of student welfare programs, or lack of response to mental health concerns.
- **Any Other Concerns** that impact students' overall learning experience and well-being.

3. Grievance Redressal Mechanism

3.1 Informal Resolution Process

Before filing a formal complaint, students are encouraged to resolve grievances informally by:

- Communicating directly with faculty members or administrative staff regarding their concerns.
- Requesting mediation through student support services.
- Submitting a request for clarification on academic or administrative decisions.

If the issue is unresolved, the student can file a formal grievance.

3.2 Formal Grievance Submission

Students can file a formal grievance by:

- Submitting an online complaint form on the Institute's official grievance portal.
- Sending an email to the Student Grievance Redressal Committee (SGRC).
- Submitting a written complaint at the administrative office.

3.3 Grievance Investigation Process

- The SGRC will review complaints within 5 working days.
- Investigations may include interviews with students, faculty, or staff, reviewing records, and consulting relevant departments.
- The process should be completed within 10-15 working days.

3.4 Resolution and Decision

- The SGRC will issue a formal decision, which could involve corrective measures, modifications in policies, or grievance dismissal.
- The decision will be communicated within 15 working days.

3.5 Appeal Process

Students may appeal within 7 working days if they are dissatisfied with the resolution. The Institutional Appeals Committee will review and issue a final decision within 10 days.

4. Confidentiality and Non-Retaliation

- Grievance details will remain confidential.
- Retaliation is strictly prohibited, and any retaliation will result in disciplinary action.

5. Review & Continuous Improvement

- This policy will be **reviewed biannually** by the Academic Committee in collaboration with the Quality Assurance Cell (QAC).
- Feedback will be sought through surveys, support logs, and stakeholder consultations.
- EAI is committed to **transparent enhancements**, especially in response to emerging global trends and concerns.