



Legal protection

Denken om te dienen

Submitting a complaint or a notice of objection/appeal

Something is bothering you at the TUA. You are convinced something has gone wrong concerning yourself or someone else and it has become too much. The best option is to directly approach the person with whom it concerns, but we realize that this is not always possible or that a conflict cannot be resolved in this manner. We have written this brochure to help you find your way should you find yourself in such a situation. A comprehensive document titled 'Legal Protection TUA' can be found on our website. Everything can be found in detail in this document, but you can also find this overwhelming. Hence this brochure to tell you where to take your complaint. We hope this helps you to resolve your complaint or issue properly and through the correct channels. Both students and employees (from the NGP included) have a right to this legal protection.

One more thing: Do not let your negative feelings go unresolved or raise an issue where it does not belong; we promise to do everything we can to make sure you are heard and that your complaint is handled properly and fairly!

Informal

The informal procedure is to speak with the person who is causing the issue and come to a satisfying solution together. Ideally your issue gets resolved as quickly as possible and taking the path of protocol, through formal procedures and appeals, often takes a long time. Should improper relations or a negative mood withhold you from resolving the issue yourself, seek advice from the academic counselor or the policy officer.

Formal

Although preference calls for an issue to be resolved informally, you are able to initiate formal procedures: officially submitting a complaint or a notice of objection/appeal. Submitting one of these can be done through e-mail at klachtenloket@tua.nl. This e-mail address is managed by the policy officer who is responsible for directing this matter to the committee responsible. It should go without saying that a student should first approach whomever the matter concerns or the person best suited for this because of a certain position that they hold. However, if a matter is very sensitive or speaking with those involved does not yield desired results then it is best that the student directly contacts the complaints office.

Complaint

The dictionary defines a complaint as an expression of discontent. Complaints can be lodged, for example, if you are dissatisfied with the behaviour of an employee or the quality of education or educative facilities. You can submit a complaint regarding an *individual* matter concerning *you*. Receiving disrespectful treatment from an employee or not receiving an assessment or grade for your thesis from a professor in time are examples of matters you can submit a complaint about.

You can submit a complaint by means of sending an e-mail to klachtenloket@tua.nl (be sure to include your full name and address).

You must submit a complaint within a reasonable timeframe, no later than a year after the time of occurrence. It is not possible to submit a complaint anonymously: to resolve a complaint properly both sides must be heard.

The TUA's complaint regulations (general, exams, scientific integrity) can be found in part 2 of the 'Legal Protection TUA'.

Complaints concerning (sexual) harassment, aggression, violence, and discrimination

We recommend you discuss this confidentially with the confidant. By this we mean reporting directly to the confidant and not submitting an official complaint with the complaints office.

Should you desire to submit an official complaint then you can do this directly by the Complaints Committee of sexual harassment (refer to the study guide for contact information). Your complaint will of course be treated confidentially.

In part 2 of the 'Legal Protection TUA' you can find the 'complaint regulations sexual harassment' and 'protocol domestic violence and child abuse'.

Notice of objection/appeal

A notice of objection or appeal can be submitted if you are not in accord with a written decision made by a body of the university (such as the Board of Directors, the Committee of Education, and the Committee of Exams). There is a matter of a dispute. This is often particularly the case when it comes to matters regarding admission, registration, tuition, financial aid, exam results and the like. At the bottom of the decision is frequently written whether or not you are able to file an objection or an appeal. If a decision is already the subject of an objection or appeal then you are not able to submit a complaint.

There is a deadline of **six weeks** after the date of the decision to submit your objection or appeal through the Complaints office (klachtenloket@tua.nl) by the Dispute Advisory Committee. Include the decision in question as an attachment.

Information

More information regarding the regulations for complaints, objections and appeals can be found in part 2 of 'Legal Protection TUA'. If you get stuck, or need more advice, then you can make an appointment with the policy officer (either through sending an e-mail to beleid@tua.nl or by simply knocking on the door of the 'tussenkamer').

The Procedure

The complaint or notice of objection/appeal will get forwarded to the proper body or official. You will receive a message as soon as possible (within 3 business days) to whom or to which body the complaint or notice of objection/appeal has been forwarded. A decision will be made within 10 to 18 weeks, depending on which complaint regulation is applicable, and you will be informed accordingly.

The Board of Directors

November 6, 2013