



STUDENT COMPLAINT PROCEDURE

Reference number : VUNI.99
Published date : 28/02/2025
Effective date : 28/02/2025
Applicable Department : VinUniversity Students, Staff and Faculty
Access level : VinUni All

Records of changes

Version	Published Date	Effective Date	Approved by	Description of changes
1.0	28/02/2025	28/02/2025	Developed by: Student Affairs Management Office (SAM) Reviewed by: Associate Vice Provost of Academic Administration Approved by: Provost	First release

I. PURPOSE

At our University, we are committed to fostering a positive and inclusive environment where students feel empowered to share their experiences. This policy guideline outlines the process for students to voice their concerns and seek resolutions, ensuring that all feedback is handled with sensitivity, promptness, fairness, consistency, and impartiality.

II. SCOPE

1. This procedure applies when a current student wishes to express a complaint, either with the University's action or lack of action, or the standard of service provided by or on behalf of the University. The University includes all Colleges and Departments under the [University's Organizational Chart](#).
2. This procedure CAN be used to make a complaint relating to the following:
 - Academic provision (course content; resources; facilities; or information provided about the course).
 - The standards of service from the University or a service provided by another organization on its behalf.
3. This procedure CAN NOT be used to make a complaint relating to the following:
 - an allegation about the behavioral conduct of another student (please refer to the [Student Affairs Regulations](#)).
 - An allegation about sexual misconduct of another student, faculty member or staff (please refer to the [Sexual misconduct and response Policy](#))
 - an allegation about the academic misconduct of another student or complaint about the outcome of an academic misconduct process (please refer to the [Academic Integrity Policy](#)).
 - complaints about the application, audition, or interview processes (please refer to the [Admissions Regulations for Undergraduate Program Policy](#)).
 - a request for a review of a decision made by the University regarding assessment (defined as a grade appeal and dealt with by the [Academic Regulations for Full-Time Undergraduate Programs](#));
 - complaints about an investigation or hearing that is being carried out under the University Procedures before the relevant internal stages have concluded

III. PRINCIPLES

1. A genuine complaint is defined as any issue that a student feels is inappropriate to resolve informally, or they have been unable to resolve informally. Otherwise, the matter of interest is considered as an enquiry, concern or feedback that can be addressed informally at a local level in person or in writing. If a student is unsure who to contact to resolve their issue, they should contact Student Affairs Management Office (SAM) via connect-sam@vinuni.edu.vn
2. Complainants are committed to:
 - abiding by the expectations under this policy and the [Student Affairs Regulations](#)
 - ensuring that they have genuine grounds for complaint and not making malicious or frivolous complaints.
 - cooperating with the University to go through the process to seek resolution of complaints, acting in good faith and showing respect and care
 - promptly disclosing any actual or potential conflict of interest by all parties.

3. Anonymous complaints will not be considered unless there is in the University's opinion a compelling reason to do so.

IV. TIMINGS

1. The University strives to address all complaints **within 40 days** of receiving a complete complaint form, covering all three stages of the process. The University aims to meet the timescales within these procedures wherever practicable but may vary where there are good reasons to do so or because of delay. A complainant will be informed of any variation or delay and the reasons for this.
2. Some requests may require the University to take swift action, for example where the issues raised have detrimental consequences for the Complainant's mental health or where external time limits apply.
3. Complaints about members of staff that are dealt with by the Human Resources department's procedures might entail an extended timescale. However, the complainant can expect to be notified of any such extensions.

V. CONFIDENTIALITY, DATA PROTECTION AND NON-RETALIATION

1. All individuals involved in the complaints process (including a complainant, their representative, any witnesses, and members of staff) are required to respect and adhere to the confidential nature of the process and of all information relating to a complaint and its handling. Breach of confidentiality by a complainant, their representative, or by a member of staff may be treated by the University as misconduct and will be dealt with under the relevant disciplinary procedures.
2. Students who are interviewed, who accompany someone at an interview, or who submit evidence as part of a complaint investigation will be asked to refrain from discussing the matter with other members of the University community, in the interests of a fair and uncompromised process.
3. If a student has any requirements or concerns about the confidentiality of their complaint, they should state it in the Formal Complaint Form and/or discuss it with Student Affairs Management staff at the time of submitting the complaint.
4. The University prohibits retaliation against individuals who file a complaint in good faith. Any acts of retaliation will be subject to disciplinary action.

STUDENT AND STUDENT-RELATED COMPLAINTS PROCEDURE

The Procedure has three stages: (1) Local Resolution, (2) Formal Resolution, and (3) Review.

Stage	Steps	Description	Responsible party	Timeline
1. Informal resolution	1	Students are encouraged to first address their concerns directly with the involved party (e.g., faculty member, staff) to seek an informal resolution.	The complainant & SAM	Within 10 working days
	2	If direct engagement is uncomfortable or unsuccessful, students seek assistance from SAM. SAM will resolve it through informal discussion between the students and the staff or service directly concerned to define the cause of the complaint, explore the students’ proposed remedies, file a conclusion note and share it with the parties involved. If informal resolution is not appropriate the student should make a written formal complaint under Stage 2 of these Procedures.		
2. Formal resolution	1	Lodging a formal complaint: The Student Formal Complaints Form (see Appendix 1 of this Procedure) must be completed and submitted to connect-sam@vinuni.edu.vn	The complainant	Within 24 hours after the result of informal resolution
	2	Acknowledgement & screening The case handler from SAM will acknowledge and review whether it met the requirements.	SAM	Within 48 hours
		If the complaint is rejected, an outcome letter will be issued to the complainants, giving reasons why it will not be taken further.	SAM	Within 07 working days
	3	Investigation If a complaint is accepted as a formal complaint under Stage 2, the complainant will be informed of the identity of the Case Handler. They will be given the opportunity to raise an objection to the involvement of the Case Handler who has been assigned to their complaint. If a complaint relates to the conduct of a member of staff, the Case Manager will be assigned by the Human Resources department.	Case Manager	Within 10 working days

	4	<p>Outcome notification</p> <p>Following completion of the investigation, the Case Manager and SAC will determine whether the complaint is justified, in whole or in part, and any remedies to be provided to the complainant.</p> <p>The Complainant will receive confirmation in writing of the final decision and the reasons for the decision. Written confirmation must also be sent to connect-sam@vinuni.edu.vn for record-keeping purposes.</p>	SAC	
3. Review and escalation	1	If a student is not satisfied with the decision on a formal complaint reached under Stage 2, they may request an appeal of the decision to the Student Affairs Management via connect-sam@vinuni.edu.vn	SAM	Within 03 working days from the date of stage 2 formal complaint decision
	2	Upon receipt of a Student Complaint Appeal, the case handler will acknowledge receipt r to consider the appeal request and determine whether or not valid grounds for appeal have been disclosed.	Case Handler	Within 48 hours of the appeal being submitted)
	3	Following consideration of the appeal, Student Affairs Committee (SAC) may decide on one or more of the following outcomes, to: <ul style="list-style-type: none"> - reaffirm the formal complaint decision. - substitute a new decision and/or any remedies. - refer the matter back to Stage 2 for fresh investigation and/or decision by a new Case Manager. 	SAC	Within 10 days of the date of submission of the Student Complaint Appeal Form.
	4	The Chair of SAC will inform the students in writing, with reasons for the decision made on the This decision will be final and marks the completion of the Procedure.	SAC	