



COMPLAINT POLICY

Veritas University College is committed to provide ample means by which students can share their concerns and suggestions and formally issue a complaint or grievance. At any stage of the complaints, you have right to seek advice from and be accompanied/represented by another person who may speak on your behalf (eg; Student counsellor, student affairs officer, Head of Programme).

Veritas University College welcomes comments and suggestions from students as to how the institution can improve its service. You are encouraged to send any suggestion in writing to the Head of Schools or Student Affairs Department. The university college will endeavour to respond to your concerns as quickly and fairly as possible.

Veritas University College will ensure that the service and care provided to any student making a comment, suggestion or complaint will not suffer in any way as a result of the action taken, but the university college expects that you will not engage in frivolous or vexatious complaints.

Veritas will maintain the confidentiality of comments, suggestions and complaints as far as possible. However, the service provider should normally be informed that a complaint has been made and that is being investigated.

Please use the 'Student Suggestion/Complaint Form' to lodge your complain. The Flowchart for Complaint describes the process.