

COMPLAINTS PROCEDURE

Step 1	Any module related (academic) complaint must first be discussed with the relevant module lecturer to resolve the matter.	<pre> graph TD A[Module lecturer] --> B[Chair of Department] B --> C[School Director] C --> D[Executive Dean] </pre>
Step 2	If the matter cannot be resolved through a discussion with the lecturer, students can approach the Chair of the relevant department.	
Step 3	If students are not satisfied with the resolution from the Chair of the department, they have the option to direct the complaint to the office of the School Director.	
Step 4	<p>If students are not satisfied with the resolution from the School Director, they have the option to direct the complaint to the office of the Executive Dean.</p> <p>If the complaint relates to undergraduate affairs, the Head of Tuition & Learner Support will investigate the matter on behalf of the Executive Dean and provide feedback to both the student and the Dean.</p> <p>If the complaint relates to postgraduate affairs, it will be investigated by the Head of Postgraduate Studies and Research on behalf of the Executive Dean and provide feedback to both the student and the Dean.</p>	
<p>Students may also use the following College mailboxes for any type of enquiry or complaint:</p> <ul style="list-style-type: none"> - cemsenquiries@unisa.ac.za (general academic enquiries) - cemsqa@unisa.ac.za (quality issues) <p>Any academic complaint received in these mailboxes will be escalated to either the Chair of the Department or the Director of the School.</p> <p>Administrative enquiries and/or complaints must be directed to the correct administrative department:</p> <p>https://staff.unisa.ac.za/sites/intranet/default/Services-&-Groups/Help-a-student</p>		