

# **GUIDELINES FOR UNDERGRADUATE STUDENT GRIEVANCES PROCEDURE**

Follow the steps below depending on the kind of matter being raised

#### **School matter**

If you have a grievance concerning your academic performance or administrative processes/decision (e.g. incorrect marks) within the School, or the unprofessional conduct of a member of staff, this grievance should initially be discussed with the **Lecturer** 

If the above matter cannot be resolved, it should be referred to the **Head of**Department

If the matter is still unresolved, it should be referred to the **Head of School** 

Should the Head of School not be able to resolve the

4 matter an appeal can be made to the FacultyRegistrar and Assistant Dean

Should there be a procedural flaw you may appeal to the **Registrar** 

#### **Faculty matter**

If you have a grievance with regards to your registration, exclusion, amendments or graduations it should be referred to the Faculty

Registrar and Assistant Dean

If the above matter remains unresolved, it should be referred to the **Dean** (Dean's decision is final)

Should there be a procedural flaw you may appeal to the **Registrar** 

## **Application matter**

If you have a grievance related to your application or selection process this grievance should initially be discussed with the **Head of SEnC** 

If the grievance remains unresolved, it should be referred to the

Faculty Registrar and UG
Assistant Dean

If the matter cannot be resolved, it should be referred to the **Registrar** 

### **Admin Unit matter**

If you have a grievance with any of the following service departments regarding administrative processes: e.g. Fees Office, FASO, DRU, ISO,

EGO, Campus Housing or HR, the grievance should initially be discussed with the **Head** of the **Department** 

Should the grievance remain unresolved, report matter to

the DVC/Senior Executive
Team (SET) member that the
department reports to

## Registrar/DVC (Academic)

The Registrar/DVC (Academic) will not have any power to overrule the decision made by the Dean. However should there be a procedural flaw the student may appeal to the Registrar and then the Deputy Vice-Chancellor (Academic).

## **Matters to Dean of Students**

If you lodge a grievance with the Dean of Students, the matter will be referred to either the School/Faculty/Administrative Unit to deal with as per the process outlined here.

## What to do before you lodge your grievance or appeal

Every effort should be made to resolve grievances through frank, informal discussion between the student(s) and the staff member(s) concerned. If you feel that somebody has been doing you an injustice, try to speak to that person directly. Be specific so that the person knows exactly what your problem is. If you feel that your approach has not been successful, then you may approach the staff as mentioned in the guidelines given here.

Note: Please note that this is a set of guidelines and does not replace the formal appeals processes.

For more detail go to: www.wits.ac.za/students/student-grievance-procedures

Issued by The Office of the Registrar