

Policy to Address Student Grievances / Complaints

The JSS AHER, Mauritius is committed to providing an excellent education and high quality services to all students throughout their study pathway from their enrolment till graduation.

All queries and complaints are important and enable the institution to improve their studies through an innovative approach.

What can students query about?

- The different programmes on offer;
- The procedures for different services;
- A routine first-time request for a service;
- A request for information or an explanation of policy or practice;
- An appeal about an academic decision on assessment or admission;
- An attempt to have a complaint reconsidered where a final decision has already been taken following an investigation;
- Examination dates and registration;
- Assessment dates;

Steps for submitting a query or complaint

- a. The student should contact the receptionist / secretary or the student centre and talk about what they are querying about;
- b. The staff will try to help the student and if the matter requires more investigation or is complex, the student will be asked to fill in a query form and submit it the student centre;
- c. The student will get a reply within two working days.

What can students query or complain about?

- The different programmes on offer;
- The quality and standard of the institution's service;
- The quality of facilities and learning resources;
- Unfair treatment or inappropriate behaviour by a student or a staff member;
- The failure of the institution to follow an appropriate administrative process.

The complaint procedure is summarized below:

Student can make their complaints in person verbally, in writing or by email on the institution's official email address, i.e., info@jssatemaurltius.com

There is a two-stage complaint procedure available.

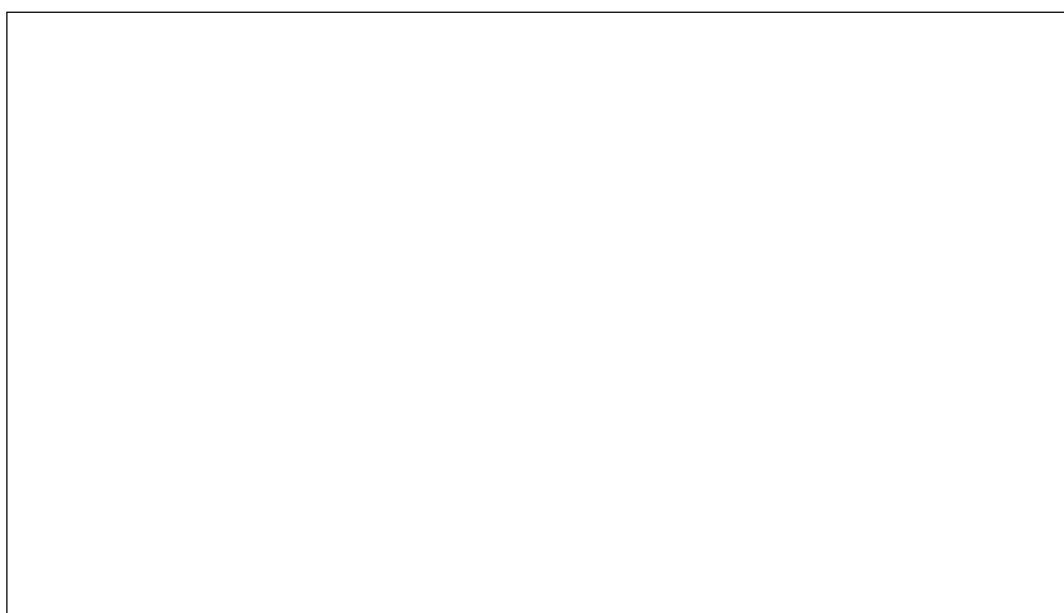
The complaint will be dealt with quickly and a response given immediately or within 24 hours. If the matter requires a meticulous investigation or enquiry, the student will be informed about it and kept updated on the progress.



Stage 1

Depending on the seriousness and urgency of the complaint, it will be dealt with immediately and a response given within 24 hours.

If the student is dissatisfied with the response, they will be advised to go to Stage 2



GRIEVANCE REDRESSAL COMMITTEE

| SI. No. | Person | Position |
|---------|---|-------------|
| 1. | Vice-Chancellor | Chairman |
| 2. | Registrar | Co-Chairman |
| 3. | Dean – Faculty of Health Sciences Dean – Faculty of Life Sciences Dean – Faculty of Management Sciences | Members |