



**RCSI**

# RCSI Complaints Procedures for students

RCSI DEVELOPING HEALTHCARE LEADERS WHO MAKE A DIFFERENCE WORLDWIDE

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## Information Regarding Complaints

RCSI aims to provide a good educational experience for students. However, students may occasionally have reasonable cause to raise a complaint about a fellow student, a member of academic or clinical staff, a research supervisor, a clinical attachment, a research project or general procedures.

**Principle of Informal Resolution:** Students are asked to please direct initial complaints to Cycle Directors, Directors of Clinical Rotations, Heads of Department or Heads of School (Director/Head). If a Director/Head has been made aware of a complaint the Director/Head will invite the student to discuss the complaint and attempt to resolve the matter informally. If a student is not satisfied with the response, then a student is invited to submit a formal complaint.

**Formal Complaint:** Students wishing to make a formal complaint must make the complaint in writing to the Associate Director for Academic Affairs.

Where a complaint of misconduct or alleged breach of the College Regulations or the RCSI Code of Conduct by a student has been brought before the Associate Director for Academic Affairs, the Disciplinary Regulations will be applied.

Where a complaint has been made against a staff member, the Associate Director for Academic Affairs will refer the complaint to their Head of Department or Head of School, as appropriate, and the Human Resources (“HR”) Department. The complaint will be addressed in accordance with the relevant HR policies and procedures.

Any complaint against the Associate Director for Academic Affairs should be referred directly to the Vice Chancellor for Academic Affairs.



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## RCSI Student Complaint Form

### Section 1

Student Name		Student Number	
Student's Year of Study		School	
Complaint against: Student Name:		Student Number	
Student's Year of Study		School	
Complaint against: Staff Name:		Department	
Date:			

### Section 2

I would like to draw the following to the attention of the Associate Director for Academic Affairs. My complaint is as follows: (please provide a brief description under the headings below).

#### **DESCRIBE THE COMPLAINT:**



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**WHO ELSE (IF ANYONE) IS AWARE OF THIS?**

**WHAT ACTION HAS ALREADY BEEN TAKEN (IF ANY)?**

**Section 3**

**ANY OTHER COMMENTS:**





## Policy/Regulation History

Document Title		RCSI Student Complaints Procedure / Complaints procedures for students				
Rev	Status	Author(s)	Reviewed By	Approved By	Origin	Issue Date
0.1		Unknown	Unknown	Unknown	Student Handbook	Unknown
0.2	Draft	Dr Judith Strawbridge Ass VD for Student Affairs	Subcommittee for Professionalism*		Vice Dean for Student Affairs	2011
0.3			Ms S O'Malley, Legal Affairs; Student Union	Academic Council	Vice Dean for Student Affairs	March 2012
1	Final			Medicine and Health Sciences Board		March 2012
1.1	Final	Ms Judith Gilroy		Ms Judith Gilroy		September 2012

\*Subcommittee for Professionalism: Prof Tom Fahey, Ms Maeve Royston, Dr Orna Tighe, Ms Judith Gilroy, Prof Marie Guidon, Dr Alice McGarvey, Dr Judith Strawbridge