PROCEDURE AT THE IT FACULTY FOR COMPLAINTS FROM STUDENTS ABOUT DEVIATIONS FROM THE UNIVERSITY OF GOTHENBURG’S RULES AND REGULATIONS FOR FIRST-, SECOND- AND THIRD-CYCLE STUDIES AND EXAMINATIONS

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Decision-maker: IT Faculty Board
Responsible Body: IT Faculty
Date of decision: 2017-10-25
Period of validity: Until further notice
Summary: This is a procedure at the IT Faculty for complaints from students about deviations from the University of Gothenburg’s Rules and Regulations for First-, Second- and Third-cycle Studies and Examinations (Handläggningsordning vid IT-fakulteten för klagomål från studenter om avvikelser från Göteborgs universitets regler för studier och examination på grundnivå, avancerad nivå och forskarnivå).
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This procedure regulates how the IT Faculty, the Department of Computer Science and Engineering, and the Department of Applied IT, deal with matters concerning complaints about deviations from the following rules and regulations issued by the University:

- Rules and Regulations for First- and Second-cycle Studies at the University of Gothenburg
- Rules and Regulations for First- and Second-cycle Examinations at the University of Gothenburg
- Rules and regulations for Third-Cycle Studies – Rules for Doctoral Students

The fundamental principle is that complaints are addressed to the responsible department in the first instance and that a complaint is investigated promptly and a decision is made by the department. The procedure is connected to the regulations regarding the University procedure for complaints from students about deviations, decided by the Vice-Chancellor (reference no. V 2016/498).

Complaints about deviations and decision-making

According to the procedure decided by the Vice Chancellor (reference no. V 2016/498), each department and faculty must have a procedure for complaints they receive from students. It should be clear to students/doctoral students how complaints are to be reported and followed up. The IT Faculty Board has decided to make a common procedure for the IT Faculty and its’ departments.

Procedure for complaints received by students/doctoral students

Complaints about deviations made to a department

- If you like to make a formal complaint to the department the complaint must be made in writing. In your complaint, you clearly state which rule in the University of Gothenburg’s rules and regulations you consider the department has disregarded.
- You send your complaint to the responsible department.
  Department of Computer Science and Engineering: svl@cse.gu.se
  Department of Applied IT: studievagledning@ait.gu.se
  Your complaint will be recorded and filed.
- Vice Head of Department gets your complaint. Your matter is investigated and the Vice Head of Department makes a decision.
- You will be notified of the decision in writing with a justification of the decision.
The complaint may be passed on to faculty level (reconsideration)

- If you are dissatisfied with the decision made by the department you may pass your complaint on to the IT Faculty for reconsideration. The complaint should be in writing and addressed to the Dean.
- You send your complaint to the IT Faculty: itfak@itfak.gu.se
  Your complaint will be recorded and filed.
- The Dean gets your complaint. Your matter is investigated and the Dean makes a decision.
- You will get a new notification of the decision with a justification of the decision. The department concerned obtains a copy of the decision for information and any action.
- If the decision does not go in favour of the student/doctoral student, the IT Faculty must inform the student about of the possibility to report to the Swedish Higher Education Authority (UKÄ) or to the Parliamentary Ombudsman (JO). UKÄ or JO cannot change the decision made by the University, but they can criticize the University of Gothenburg regarding how your matter has been handled.