



Complaint Policy

East Bridge University (EBU) is committed to providing its students with the best learning environment and experience. This policy aims to promote the EBU's commitment to transparency, prompt resolution of students' complaints, and improved learning experience.

Our complaint policy applies to both our current and former students and staff members.

As per this policy, any EBU student can be a complainant and can complain about any aspect of his/her experience at EBU and the management is responsible for acting on it.

Definitions

Complaint: A complaint is an expression of dissatisfaction by one or more students regarding the quality of service, an action, or inaction on the part of the institution. It can relate to any situation regarding the operations and services of the institution, the behaviour of the staff or students, or anyone connected to the institution.

Complainant: Any student who makes a formal complaint under the complaint policy is a complainant.

Student: A student is anyone who has been admitted to the institution for pursuing a degree program.

Types of Complaint

The complaints mentioned below come under EBU's Complaint Policy:

- Any concern related to training or feedback
- Being treated unfairly
- Poor quality delivery of institutional services
- Any issues arising from misleading or incorrect information provided by the institution
- Any concerns regarding the admission procedure

- Complaints against staff members usually fall under the procedures of the Human Resources Department

The Policy

A complainant has the following entitlements when filing a complaint with the institution:

1. submit their complaint anonymously, though doing so may limit the university's response
2. have their complaint handled as confidentially as possible
3. any personal information arising from their complaint be handled following the institution's privacy policy
4. seek the help of a trainer if the complaint is about any incident that occurred during live webinar sessions
5. send the course coordinator a formal email containing the grievance
6. withdraw the complaint at any point during the complaint process, which will result in the institution discontinuing the procedure

Throughout the process, the complainant must adhere to the following procedures:

1. In all correspondence and communications with the institution, they should:
 - behave honourably and politely;
 - participate positively in the complaints resolution process and work towards resolving the issue amicably;
 - file their complaint as soon as possible, as this helps the institution respond to it more quickly; and
 - avoid making irrelevant or trivial points or providing false or misleading information.
2. The institution's complaint handling process involves:
 - refraining from charging extra fees
 - using the student handbook to promote the complaint policy and the processes that go along with it
 - offering assistance to the team handling the complaint per this policy
 - ask management for support in any escalating case while handling complaints following this policy.
 - ensuring that the newly formed team will carefully consider each party related to the complaint
 - taking into account the human rights of the complainant and any other institution's members that are involved in the complaint
 - updating the complainant on the status of the complaint.
 - offering a suitable remedy to the complainant if the complaint is found justifiable and put into action right away whole or in part as deemed worthwhile



**President
East Bridge University**

