Complaints procedure – Step-by-step

Step 1
Discuss your complaint with the person concerned as far as possible

- You are dealing with behaviour (an act or omission) of the UT or a UT employee that, in your opinion, was not correct;
- Discuss your complaint with the person concerned, as far as possible;
- If you are an UT employee or student, you can, among others, contact a confidential advisor for employees or confidential advisor for students or to the Ombuds officer of the UT for support.

Step 2
It has not been resolved: filing a complaint

- You can submit a complaint at the Complaints Committee of the University of Twente;
- If you are an employee of the UT or a third party, you can email your complaint to complaintscommissie-hr@utwente.nl;
- If you are a UT student, you can email your complaint to studentservices@utwente.nl;
- For practical questions about submitting a complaint or about the procedure, you can call the secretary of the Complaints Committee (053-4897899);
- Both the complainant (employee or student) and the person involved can contact a confidential advisor for employees or confidential advisor for students of the UT for help and support in the complaints procedure;
- See the explanation of the procedure on the UT website.

Step 3
The secretary of the Complaints Committee will contact you

- The secretary of the Complaints Committee checks the completeness of the complaint and whether it meets the requirements to be handled;
- If the complaint meets the requirements to be handled, the secretary will confirm receipt of the complaint on behalf of the Executive Board and contact the complainant. The secretary explains the procedure;
- In some cases, a conversation between the complainant and the person involved may lead to a solution. If the secretary sees reason to do so, they will discuss this with the complainant and subsequently with the person concerned.
- The secretary is an official assistant to the Complaints Committee and is not a member of the committee itself.

Step 4
The Complaints Committee investigates the complaint and invites the complainant and the person involved to a hearing

- The Complaints Committee is an independent body and consists of three members;
- The Complaints Committee has the task of investigating the complaint and providing advice to the Executive Board;
- The person concerned will be given the opportunity to respond to the complaint in writing. The person concerned is given a period of two weeks for this;
- A hearing is then scheduled in which the complainant and the person involved are heard by the Complaints Committee about what exactly happened;
- The hearing is not public.

Step 5
The Complaints Committee provides advice to the Executive Board

- The Complaints Committee issues written advice to the Executive Board;
- The advice of the Complaints Committee is not binding for the Executive Board.

Step 6
The Executive Board decides on the complaint

- The complainant and the person concerned receive a written decision from the Executive Board, including the advice of the Complaints Committee and a report of the hearing;
- In its decision, the Executive Board will inform the complainant and the person involved whether the advice of the Complaints Committee will be followed or not. And if not, why not;
- The Executive Board has to take a decision within ten weeks of the date of receipt of the complaint. This period can be extended by four weeks. Further postponement is possible with the consent of the complainant.

UNIVERSITY OF TWENTE.