

LUISS



Luiss Grievance Policy

LUISS



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1. Purpose

Luiss University main goal is to engage in teaching and research excellence, to propel the advancement of knowledge, the formation of a managerial class of professionals, and to prepare individuals to make a contribution in their lives and careers. To ensure that these fundamental institutional objectives are met, the University remains steadfast in its commitment to setting procedures, to attaining results, and to satisfying both students and stakeholders as we strive for educational excellence. In this framework, Luiss Grievance Policy aims to address students, faculty, and administrative staff's complaints and to ensure that where problems are identified, they are dealt with promptly, fairly, and consistently.

2. Definitions

In this policy “*complaint*” refers to a member of Luiss University with a grievance regarding academics, campus life, and University’s services. The user explicitly or implicitly expects a response or a solution to the issues that has been raised.

3. Accountability

The Compliance Office, Internal Audit and Risk Management is responsible for the grievance procedures. The Office, when relevant, is in charge of addressing complaints to the appropriate office or student representative as well as the Internal Audit. All decision-making staff involved in quality assurance procedures are properly trained, resourced and supported, and able to approach each decision afresh.

4. Procedure

This policy applies to any member of Luiss community, including faculty and administrative staff, and any student who is or was recently enrolled on a course, including those on an interruption of study, temporary withdrawal or temporary exclusion or suspension. The policy is as well extended to incoming international students and those who are attending classes at Luiss Hub and Branch abroad.

Members of Luiss University may formally raise a grievance by filling out the form at <https://www.luiss.edu/aree-riservate/front-office-services> (see Appendix A). Once the form is sent out, the user will receive a confirmation email with an identification number. Complaints will be addressed to the appropriate office or student representative who will deal with them promptly. A formal notification will be sent over once the issue will be resolved. The procedure allows each party an equal opportunity to present their case. Information will be held with the appropriate level of confidentiality. Moreover, Luiss Grievance Policy ensures that none will be disadvantaged as a result of bringing complaints.

The complaints procedure consists of three steps:

- i. Early resolution: the complaint is resolved informally at the local level through mediation or conciliation. Complaining members of Luis Community are expected to attempt to resolve complaints informally with the faculty or staff member, administrator or committee responsible for the academic decision. This attempt must include discussion of the complaint with the involved party or parties. If all reasonable informal efforts to resolve a complaint fail, the person may file a formal grievance or appeal.
- ii. Formal stage: All complaints must be formally raised exclusively via the online form. The Compliance Office, Internal Audit and Risk Management formally addresses ~~students'~~ complaints and will propose a resolution ~~to the student~~.
Description of the students' procedure: if a student elects to file a formal grievance or appeal, it must be filed within 45 calendar days into the next quarter after the contested decision or grade was officially recorded and during which the student is enrolled at Luis University. All grievances and appeals must be filed in writing, signed and dated by the student and include supporting documentation at the time it is filed. The grievant/appellant must minimally provide the following:
 - a clear description of the decision being grieved or appealed,
 - the basis or bases for challenging the decision,
 - the identity of the party or parties who made the decision,
 - the specific remedy or remedies requested, and
 - a description of all informal resolution attempted.The decision of the program director or department chair must be issued in writing within 30 calendar days of receiving the grievance and shall include all of the following:
 - a copy of the student's formal grievance,
 - relevant findings of fact,
 - decision and the reasons for the decision reached, and
 - the remedy which is either granted or denied and/or any alternative remedies suggested.
- iii. Appeal to the University judiciary body: if the student believes that the resolution provided by the Compliance Office, Internal Audit and Risk Management is non-compliant with the procedural rules established, contradictory or manifestly illogical or that there is a lack of decisive evidence the student can appeal directly to the Luis Rector. The party who finds the resolution unsatisfactory may appeal the decision to the Luis Rector within five business days. The Rector will hear only those grievances and appeals based on problems of process or concerns of bias, retaliation, or other improprieties unrelated to protected class status and not on differences in judgment or opinion concerning academic performance. Within five business days after receiving the appeal, the Rector may refer grievances or appeals to appropriate bodies or personnel. Anyone called upon by the Rector or the Rector's designee shall submit a written recommendation within 30 calendar days of receiving the case. The Rector is the final authority in the matter and will

report the disposition of the case to all involved parties within 30 calendar days of receiving a recommendation from the designee.

5. Timescale

Users raising a complaint are expected to receive a response as soon as possible and normally within 5 working days. In certain circumstances such as holiday breaks it may be necessary to extend the time limits outlined.

Where the outcome requires a review period to test if the matter is resolved, the Internal Audit takes forward appropriate activities to ensure that quality standards are met.

In the event of complaints addressed to Luiss partner Universities and not managed by them, you can submit or reiterate your request by sending it to the “Sportello Suggestimenti” referred to in Paragraph 4 above. The handling of the complaint follows the process described above and takes place within the aforementioned terms of five working days from the receipt of the request.

6. Report

An annual report of all grievances is released by the Compliance Office, Internal Audit and Risk Management in collaboration with the Study Office which provides technical support. The report includes comparative analyses, descriptions, and resolutions of complaints that has been risen over the year.

The report is discussed by Luiss University Governance:

- Board of Directors
- Executive Committee
- Academic Senate
- Evaluation Unit

The follow-up report is also sent to all management team directors and heads of administrative offices.

Main figures, such as number of cases handled, are finally provided to staff and students to build awareness of and trust in procedures.

7. Complaints for violations of the Student Code of Conduct

In accordance with Article 17 of the Luiss Code of Conduct for Students, any member of the academic community who becomes aware of a fact that, due to its seriousness, may constitute a disciplinary offence, shall immediately report it to the Rector at the following e-mail address rettore@luiss.it, in a non-anonymous form and with useful information to identify the perpetrator. The University takes all the

measures necessary to ensure the protection of the complainant's privacy and instructs the procedure provided for pursuant to articles 18 et seq. of the Code.

8. Reports of violations of the Luiss Code of Ethics

The University has adopted a Code of Ethics in order to define the set of ethical principles and values that must inspire the University's activity, as well as the conduct and behavior of those who, from inside and outside, operate in the sphere of action of the University. The Code of Ethics collects therefore all the rights, duties and responsibilities of moral nature of the University towards the stakeholders, as well as the principles that it requires to be observed by all those who cooperate with the University in order to pursue its goals.

The Ethics Committee acts as a guarantor of compliance with the Code of Ethics itself and is therefore responsible for managing any report of conduct that does not comply with the principles and values established therein.

Appendix A

Name and Surname *

Nome

Cognome

Email

Position *

- Student
- Teacher
- Administrative staff
- Other:

Department *

- Economics and Finance
- Business and Management
- Law
- Political Science

Please select a topic *

Do you have any thoughts? *