

**TECHNE Complaints Procedure**

TECHNE (both our central administration and the staff who are part of the wider Doctoral Training Partnership at member universities) is committed to doing the best that we can for students, but sometimes things go wrong. If you feel we have fallen short of your expectations, or have a problem that isn’t being resolved, please raise a complaint. Sometimes we can put things right; sometimes we can only explain and apologise, but we want to learn from our mistakes.

1. **What’s Covered by the TECHNE Complaints Procedure?**

You should contact TECHNE if you have a complaint about non-selection for a scholarship, TECHNE-led training, issues of joint supervision that have not been resolved by supervisors from the member universities or issues with resources offered by Partners which you have not been able to resolve with your supervisor or the Partner.

TECHNE students should follow the Complaints Procedure in their home institution for non-TECHNE related complaints and difficulties. For example, matters regarding supervision, institutional training, resources, consideration of interruptions and upgrades should be referred to your home institution

If you’re not sure whether to go to TECHNE or your home institution, please email techne@rhul.ac.uk for advice.

1. **Complaints about Non-selection for a Scholarship**

Providing that a selection decision has been reached fairly, in accordance with TECHNE selection criteria, the original decision cannot be overturned. It is not possible to challenge the academic judgement on which a decision is based, and in general we do not give feedback to any stakeholders to justify a decision. If, however, an applicant believes that TECHNE policies and procedures for the award of studentships have been inconsistently or incorrectly applied, these complaints procedures provide a mechanism for the objective review of applicants.

1. **All Complaints**

Please speak or email your supervisor, or the person responsible for doctoral students in your Department/School in the first instance. They may be able to sort out the problem, but otherwise move on to the more formal process. Please note that complaints must be made by the applicant or student concerned and not any third party.

TECHNE will deal with complaints as confidentially as possible, but it may be necessary to disclose information to others in order to deal with the complaint.

1. **Making a Formal Complaint**

4a. Stage 1 – Local TECHNE Administration

Complaints should be made within fourteen days of the incident or decision that prompted the complaint.

Your formal complaint should describe:

* the nature of your complaint or problem
* any steps already taken to resolve it and the response you received
* why you remain dissatisfied
* the remedy you are seeking

You should put your complaint in writing and send it to the TECHNE administrator at your university as listed on <http://www.techne.ac.uk/techne-members> . The local TECHNE administrator will acknowledge the complaint and either respond in writing to the complaint themselves, or pass it on to the senior academic representing the University on the TECHNE Management Group. In either case you should expect a response within ten working days or, if this is impossible, information giving the timescale for a full response. Care will be taken to ensure that anyone who is the subject of a complaint, or has been involved in a complaint at an earlier stage, are not involved in investigating it.

4b. Stage 2 – Central TECHNE Administration

If you are dissatisfied with the response received from the local TECHNE Administrator/Management Group representative please send your complaint to the TECHNE Manager via techne@rhul.ac.uk . You should include:

* your original complaint to the local TECHNE administration
* their response
* a statement as to why you remain dissatisfied

The TECHNE Manager will acknowledge the complaint and refer it to the TECHNE Director or Deputy Director. You should expect a response within fifteen working days, or a statement of the timescale for a full response. Complaints may be referred to senior colleagues if the Director or Deputy Director have been involved previously. Please be aware that investigation of complaints at this level may involve multiple parties, and so may take some time. Any delay will be explained and you will be kept informed of progress.

The TECHNE Director’s or Deputy Director’s decision will be final.

1. **Further information and guidance**

Clarification of the Complaints Procedure is available from the TECHNE Manager via techne@rhul.ac.uk