

Decision on Procedures for the handling of education-related complaints from students

Decision

Linköping University (LiU) decides that *Procedures for the handling of education-related complaints from students* shall come into effect in accordance with the entry into force provisions set out in the policy document (see appendix).

The decision is to be incorporated into the LiU code of rules and procedures.

Reason for decision

From the Swedish Higher Education Authority (UKÄ) report *Studentkårernas synpunkter på lärosätenas klagomålshantering* ("The student unions' views on the handling of complaints at institutions of higher education") (2014:17) it is evident that several student unions are calling for guidelines for the handling of complaints and clearer information about where students can address problems or complaints. Further, according to the *Standards and Guidelines for Quality Assurance in the European Higher Education Area* (ESG), student-centred learning and teaching must have appropriate procedures for dealing with student complaints (see Standard 1.3). In addition, UKÄ mentioned in their report *Tillsyn av regeltillämpningen på Linköpings universitet* ("Inspection of the application of rules at Linköping University") (UKÄ 2019:20) that LiU should draw up guidelines and information about where students can turn with problems or complaints. In light of this, and the fact that it has been unclear on some occasions how complaints from students should be handled at LiU, it has been considered appropriate to introduce procedures for the handling of education-related complaints.

Processing of the decision

This decision in this matter has been taken by Vice-Chancellor Jan-Ingvar Jönsson at the vice-chancellor's decision meeting, in the presence of University Director Anna Thörn, Chief Legal Adviser Christina Helmér, student representative NN and Secretary to the Vice-Chancellor Maria Fält after presentation by Educational Director Ragnhild Löfgren.

Members of the Education Board have participated in the preparation of the matter. The Education Board includes Deputy Vice-Chancellor for Education Karin Axelsson, Pro-Dean for Education at the Faculty of Arts and Sciences Henrik Nehler, Pro-Dean for Education for the Educational Sciences area Anna Johnsson Harrie, Pro-Dean for Education at the Faculty of Medicine and Health Sciences Malin Lindqvist Appell, Pro-Dean for Education at the Faculty of Science and Engineering Helena Herbertsson, Pro-Dean for Research and Doctoral Studies at the Faculty of Arts and Sciences Asta Cekaite, Pro-Dean for Research and Doctoral Studies for the Educational Sciences area Magnus Hultén, Pro-Dean for Research and Doctoral Studies at the Faculty of Medicine and Health Sciences Anna Strömberg, Pro-Dean for Research and Doctoral Studies at the Faculty of Science and Engineering Magnus Borga, and student representatives Filippa Alesand Lundin from Consensus, Alice Nordström from StuFF and Clara Björk from LinTek. All heads of department, or an appointee of a head of department, have also participated in the preparation of the matter. In addition, Director of Study Administration Marina Geijer, Senior Coordinator Matilda Strömberg, Legal Specialist Ludvig Augander and Associate Chief Legal Adviser Jenny Wasström have participated in the preparation. Opinions on parts of the decision have been sought at the vice-chancellor's management meeting.

The case has been subject to collaboration with the local employee organisations.

The editorial board for the LiU code of rules and procedures has examined the form of the decision.

Jan-Ingvar Jönsson

Ragnhild Löfgren

List for notification:

University Management
University Director's Management Group
Faculty Offices (functional addresses)
Departments (the administrative managers)
Deans (functional addresses)
Heads of department

Internal Audit
Local employee associations affected by the decision
Content Production Office
LiU code of rules and procedures
Student unions
Archives and Records Management Office (original)