



UNIVERSITY OF PRETORIA
Department of Student Affairs

GUIDELINES FOR STUDENTS FOR THE ESCALATION OF MATTERS

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GENERAL

Students who encounter a difficulty or wish to raise a concern or take up an issue, should do so in accordance with the following processes:

- 1.1 Non-academic matters should be raised via the Student Representative Council (SRC) or through the relevant managers in the Office of the Director: Student Affairs and/or the Office of the Director: Residences and Student Accommodation.
 - 1.2 If a matter has not been resolved timeously, appropriately or definitively, the matter must be escalated to the relevant Director.
 - 1.3 If a matter has still not been resolved, it must be escalated to the Vice-Principal: Student Affairs.
 - 1.4 Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
 - 1.5 The decision of the Vice-Chancellor and Principal is final.
 - 1.6 It should be noted that the Department of Residence Affairs and Accommodation and the Department of Student Affairs have their own procedures that are set out in various operational documentation, guidelines and frameworks which are updated from time to time.
 17. In relation to academic matters, as far as possible, the complaints process should be set out in the course handbooks and outlines. The relevant information should also be prominently displayed on faculty websites.
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UNDERGRADUATE STUDENTS

- 2.1 All issues should be reported in writing, providing details of the complaint or issue.
- 2.2 It is imperative that the procedure outlined below be followed if the matter is to be resolved as quickly and efficiently as possible:
- (a) The student should first consult the class representative concerned about the complaint or issue. If the issue concerns the class cohort, the class representative will continue to escalate the matter on behalf of the class cohort. (The function of the class representative is to be a catalyst for continuous improvement of the teaching and learning experience whilst serving as a two-way communication channel between the class and the lecturer.)
 - (b) If the matter remains unresolved the student should consult the lecturer concerned about the complaint or issue.
 - (c) If the matter remains unresolved the student should consult the module co-ordinator in the case of large module classes with multiple lecturers.
 - (d) Where the co-ordinator is unable or fails to resolve the matter, the student should consult the Head of Department/Centre/Institute.
 - (e) Should the matter remain unresolved, the student may approach the the Deputy Dean: Teaching & Learning of the Faculty to attempt to resolve the matter.
 - (f) If the matter remains unresolved, the student should then consult the Dean of the Faculty to resolve matter at the Faculty level.
 - (g) Should the above steps fail to bring about a resolution, the student may refer the matter to the relevant member of the Executive. In the case of an academic matter, it should be referred to the Vice Principal: Academic. Other matters may be referred to the Registrar or another relevant functionary.
 - (h) Only in exceptional cases, where no resolution has been reached through the above processes, and as a last resort, the matter may be escalated to the Vice-Chancellor and Principal. The Vice-Chancellor and Principal's decision in any such matter will be final.

POSTGRADUATE STUDENTS

- 3.1 All issues should be reported in writing, providing details of the complaint or issue.
- 3.2 Postgraduate students who experience a difficulty or wish to raise a concern or take up an issue whilst studying at the University of Pretoria, should do so in accordance with the following processes:
- (a) The student should first consult the class representative concerned about the complaint or issue. If the issue concerns the class cohort, the class representative will continue to escalate the matter on behalf of the class cohort. (The function of the class representative is to be a catalyst for the continuous improvement of the teaching and learning experience whilst serving as a two-way communication channel between the class and the lecturer or course coordinator.)

- (b) The student should approach their supervisor (in the case of Research Master's or Doctoral students), or the course co-ordinator (in the case of Honours and Coursework Master's students). The supervisor or course coordinator is best placed to deal with any academic or study related issues that the student may encounter. The supervisor or course co-ordinator will be able to discuss issues of research funding, the study project and also, to direct the student to appropriate personal support services where necessary.
- (c) In instances where the problem relates to the supervision of the student or the conduct of the supervisor or course co-ordinator, the matter should be escalated to the Head of Department/School/Centre who will attempt to resolve the problem.
- (d) In the event that intervention at the Head of Department/School/Centre level is unsuccessful, the matter may be escalated to the Deputy Dean: Research and Postgraduate Studies or, in the absence of such a Deputy Dean, to the Chair of the Research Committee of the Faculty.
- (e) If the matter still remains unresolved, it may be escalated to the Dean of the Faculty.
- (f) In the event that a postgraduate matter has not been resolved at Faculty level, the student may refer the matter to the Vice-Principal: Research and Postgraduate Education, who will attempt to resolve the matter.
- (g) Only after all of the above steps have been followed and the matter remains unresolved, the matter may be escalated to the Vice-Chancellor and Principal, whose decision will be final.

ASSOCIATED DOCUMENTS

Escalation Policy (Rt 168/24)

Guidelines for staff members for the escalation of matters (Rt 169/24)

REVIEW OF GUIDELINES

The Guidelines for students for escalation of matters must be reviewed every four (4) years. The guidelines that are current at the time of the review will remain operative until such time as they are formally amended.

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