Procedure for registering a complaint with the contact point for teaching quality of the Faculty of Economics, Business Administration and Information Technology

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The contact point for teaching quality is in charge of handling student complaints about specific courses and teachers and thus performs the functions of an ombudsman. The following procedure has been established:

1 At least 20% of course participants must be party to a complaint about a particular teacher or course, with at least three persons formulating and submitting the complaint in writing to the head of the contact point for teaching quality at the Faculty of Economics, Business Administration and Information Technology:

Prof. Dr. Franz Eberle
Institute of Upper Secondary and Vocational Education
Beckenhofstrasse 35
8006 Zurich

2 The written complaint must follow this format:
   a Description of aspects of the teacher and/or course that form the basis of the complaint.
   b Justification of the aspects criticized in Point 1 with documented examples.
   c Name and signature of all parties to the complaint as well as the personal data of three persons who will personally present the complaint to the head of the contact point for teaching quality.

3 The three contact persons schedule a meeting with the head of the contact point for teaching quality and personally present the complaint. The head of the contact point will assess the complaint based on two criteria – relevance of criticized aspects and soundness of the justification – and decide if the complaint is to be addressed. The decision will be communicated in writing to the contact persons.

4 If the complaint is to be addressed, the head of the contact point informs the affected teacher in a meeting and invites the teacher to issue a response. Together they look for measures to change the criticized aspects determined in the discussion to be significant and create an action plan. The students issuing the complaint remain anonymous in this process.

5 After completion of the action plan, the teacher is asked to submit to the head of the contact point for teaching quality a report on the measures implemented and their results. The representatives of the students issuing the complaint are informed of the results and conclusion of the procedure.

6 The head of the contact point for teaching quality issues a confidential report every year to the Dean on the number of cases, the underlying problems and the measures implemented.