



## **Procedure for registering a complaint with the Vice Dean of Studies at the Faculty of Business, Economics and Informatics**

October 2020

The Vice Dean of Studies is in charge of handling student complaints about specific courses and teachers and thus performs the functions of an ombudsperson. 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 Vice Dean of Studies at the Faculty of Business, Economics and Informatics:

Prof. Dr. Nick Netzer  
Faculty of Business, Economics and Informatics  
Dean's Office  
Rämistrasse 71  
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 Vice Dean of Studies.
- 3 The three contact persons schedule a meeting with the Vice Dean of Studies and personally present the complaint. The Vice Dean of Studies 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 Vice Dean of Studies 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 Vice Dean of Studies 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 Vice Dean of Studies issues a confidential report every year to the Dean on the number of cases, the underlying problems and the measures implemented.