

Rules of Procedure Maastricht University Complaints Service Point

General provisions

Article 1 Definitions

In these rules of procedure, the following definitions apply:

- a. WHW: the Dutch Higher Education and Research Act;
- b. Complaints Service Point (CSP): the accessible, central service point, as referred to in Article 7.59a WHW, for the protection of the rights of students at Maastricht University (UM);
- c. back office: the administrative unit responsible for handling the complaint, appeal or objection following intervention by the CSP;
- d. Board of Appeal for Examinations: the board at UM as referred to in Article 7.60 WHW;
- e. Advisory Committee for Student Affairs: the committee installed by the Executive Board as referred to in Article 7.63a WHW in conjunction with section 5 paragraph 2 of the UM Administration and Management Regulations;
- f. interested party: those person(s) with access to the CSP who fall under the scope of these regulations, as referred to in Article 7.59a, paragraph 3, WHW;
- g. complaint: an expression of dissatisfaction with the way in which a UM body or an individual whose actions can be ascribed to that body has acted towards the complainant in the context of a specific matter. This includes both complaints as referred to in the regulations for handling individual complaints at UM and to formal complaints about undesirable behaviour as referred to in the Regulation on reporting and handling of complaints of undesirable behaviour: sexual intimidation, aggression and violence, bullying and discrimination;
- h. objection: an objection filed with an administrative body against a decision taken by that body;
- i. appeal: an appeal filed with an administrative body against a decision taken by another administrative body;
- j. decision: a written decision taken by a UM body. The following are considered the equivalent of a decision: (a) written refusal to take a decision, and (b) failure to take a timely decision.

Article 2 Scope

These regulations concern the handling of complaints (as referred to in Article 7.59b WHW) and appeals and objections (as referred to in section 7, Part 4, paragraph 2 WHW) filed by an interested party: a student, a prospective student, a former student, an external student, a prospective external student, a former external student, a non-degree-seeking student, a prospective non-degree-seeking student or a former non-degree-seeking student.

The Complaints Service Point

Article 3 Address

1. The postal address of the CSP is PO Box 616, 6200 MD Maastricht.

2. The visiting address of the CSP is Bonnefantenstraat 2, Maastricht.
3. The email address of the CSP is complaintsservice@maastrichtuniversity.nl.
4. The phone numbers of the CSP are 043 3885212 and 043 3885204.

Article 4 Filing a complaint, an appeal or an objection

1. Interested parties may, on the grounds of the WHW and regulations based on it, file a complaint, an appeal or an objection with the CSP due to an action or a decision taken by a university body or a failure to take a required decision.
2. Appeals and objections must be signed and include at least:
 - a. the name and address of the party filing the appeal or objection;
 - b. the date;
 - c. a description of the decision against which the appeal or objection is being filed; and
 - d. the grounds of the appeal or objection.
3. The appeal or objection shall, if possible, be accompanied by a copy of the decision against which the appeal or objection is being filed.
4. If the complaint, appeal or objection is in a language other than Dutch or English and a translation is required in order to adequately process it, the party filing the complaint, appeal or objection is responsible for providing the translation.
5. Appeals and objections can only be filed in writing.
6. Appeals and objections shall be filed in writing within six weeks of the day after the date on which the decision was announced or was deemed to have been refused to be taken.
7. If an interested party wishes to file a complaint verbally, the CSP records the complaint on the appropriate form and forwards it to the back office.
8. Written complaints must include at least:
 - a. the name and address of the complainant;
 - b. the date;
 - c. a description of the action against which the complaint is being filed and the name of the person who undertook this action; and
 - d. the signature of the complainant.

Article 5 Registration

The CSP registers incoming complaints, appeals and objections, and the outcomes of all cases.

Article 6 Complaints Service Point

1. Complaints, appeals and objections can only be filed through the CSP.
2. If the complaint, appeal or objection is addressed incorrectly, the receiving body notes the date of receipt on the complaint, appeal or objection and forwards it to the CSP, accompanied by the original envelope and stating the sender. The receiving body notifies the sender without delay that the complaint, appeal or objection has been forwarded to the CSP.
3. The CSP forwards as soon as possible all documents (other than complaints, appeals or objections) which are clearly the remit of a different administrative body to that body, and notifies the sender of this without delay.
4. The CSP notes the date of receipt on the complaint, appeal or objection, and confirms receipt in writing to the interested party.
5. The CSP determines whether the submission involves a complaint, an appeal or an objection, and forwards it and any accompanying documents as soon as possible to the body authorised to handle it.
6. If the CSP has forwarded a complaint, an appeal or an objection to a body not authorised to handle it, this body returns the documents to the CSP as soon as possible.
7. Complaints, appeals or objections filed directly with an authorised body are processed only after intervention by the CSP.

Back office

Article 7 Handling of the complaint, appeal or objection

1. The complaint, appeal or objection is processed in accordance with the applicable rules of procedure or the applicable regulations of the relevant authorised body.
2. Appeals are processed in accordance with the Rules of Procedure of the Board of Appeal for Examinations.
3. Objections are processed in accordance with the Rules of Procedure for the Advisory Committee for Student Affairs.

4. Formal complaints about undesirable behaviour are processed in accordance with the Regulation on reporting and handling of complaints of undesirable behaviour: sexual intimidation, aggression and violence, bullying and discrimination.
5. Complaints about something other than undesirable behaviour are processed in accordance with the regulations on handling individual complaints at faculty level (for complaints at faculty level) and the regulations on handling individual complaints in the service centres and the Maastricht University Office (for complaints at the level of the service centres and the Maastricht University Office).

Article 8 Notification of Complaints Service Point of outcome

As soon as a settlement has been reached concerning the complaint, appeal or objection – or in any event no later than the end of the statutory time limit – the back office notifies the CSP in writing of the outcome of the complaint, appeal or objection.

Article 9 Reporting

1. The CSP publishes an annual report on the number of complaints, appeals and objections processed, the nature of the content of these complaints, appeals and objections, their outcomes, and any findings and conclusions. The report is anonymised.
2. The report is forwarded to the Executive Board, which may or may not make the report public.

These regulations were laid down by the Maastricht University Executive Board on 11 September 2018, came into effect on 1 October 2018 and replace the regulations dated 6 July 2010, reference JZ 10.078.

Maastricht, 11 September 2018
JZ 18.025