

## Steering and guidance document

<b>Document type:</b>	Translation of procedure
<b>Date of decision:</b>	22/10/2018
<b>Organisational unit:</b>	Faculty of Culture and Society
<b>Decision-maker/Title:</b>	Faculty Board
<b>Period of validity:</b>	Until further notice
<b>Document owner/Function:</b>	Quality Coordinator
<b>Ref. number:</b>	LED 1.1-2018/584

### Procedure description for dealing with student complaints regarding first and second cycle education at the Faculty of Culture and Society

In order to ensure effective cooperation between the university's staff and students and to create good opportunities for learning, the Board of Governors has established *Student Rights and Obligations at Malmö University* (ref LED 1.3-2018/494). This document is based on various statutes, such as the Swedish Higher Education Ordinance, the Swedish Freedom of the Press Act and the Swedish Administrative Procedure Act, and the rules contained in the document must be followed by all students at first- and second-cycle levels and by all staff at the university. Additional rules for fee-paying students can be found in an additional document (ref. Mahr 15-2011/615).

Students who have complaints with reference to the *Student Rights and Obligations at Malmö University* are entitled to have their case reviewed. The basic principle is that student complaints within the faculty should be resolved by the faculty. In the first instance, a student who has a complaint should therefore contact the relevant member of teaching staff to have the case investigated. The Student Union Malmö has student representatives from whom students can also seek support and assistance without having to be a member of the student union.

The procedure below for dealing with student complaints (see the flowchart on the next page) has been drawn up in cooperation with the Student Union Malmö, and aims to provide a general description of how to deal with student complaints within the Faculty of Culture and Society. There may be deviations from this procedure for certain types of cases. For example, the procedure is not suitable for cases such as:

- matters relating to assessing eligibility and admission, interruption of studies, deferring the commencement of studies and accreditation of previous studies. If a decision on these matters is made against the applicant, the applicant can appeal to the Higher Education Appeals Board. Information about how to do so will be provided when announcing the decision.
- cases that fall within the scope of the Swedish Discrimination Act. These cases are dealt with following a specific procedure. More information about equal treatment of students can be found on the university's webpage.
- cases where students find themselves to be badly treated by an employee at Malmö University and where the bad treatment or harassment is not related to any of the grounds for discrimination (see previous paragraph). The student/student representative is in these situations asked to contact the head of the department if the matter concerns a teacher/researcher or the head of the faculty's administrative office if the matter concerns administrative staff. If the complaint concerns the head of a department the dean should be contacted, if the complaint concerns the dean the vice-chancellor should be contacted and if the complaint concerns the head of the faculty's administrative office the director of administration should be contacted.

Students also have the option of reporting the university's handling of a specific case to the Swedish Higher Education Authority for review if the student believes that the university has breached e.g. the Swedish Higher Education Act, the Swedish Higher Education Ordinance or the regulations of the Swedish Council for Higher Education.

More information about student rights can be found at Malmö University's and the Swedish Higher Education Authority's websites.

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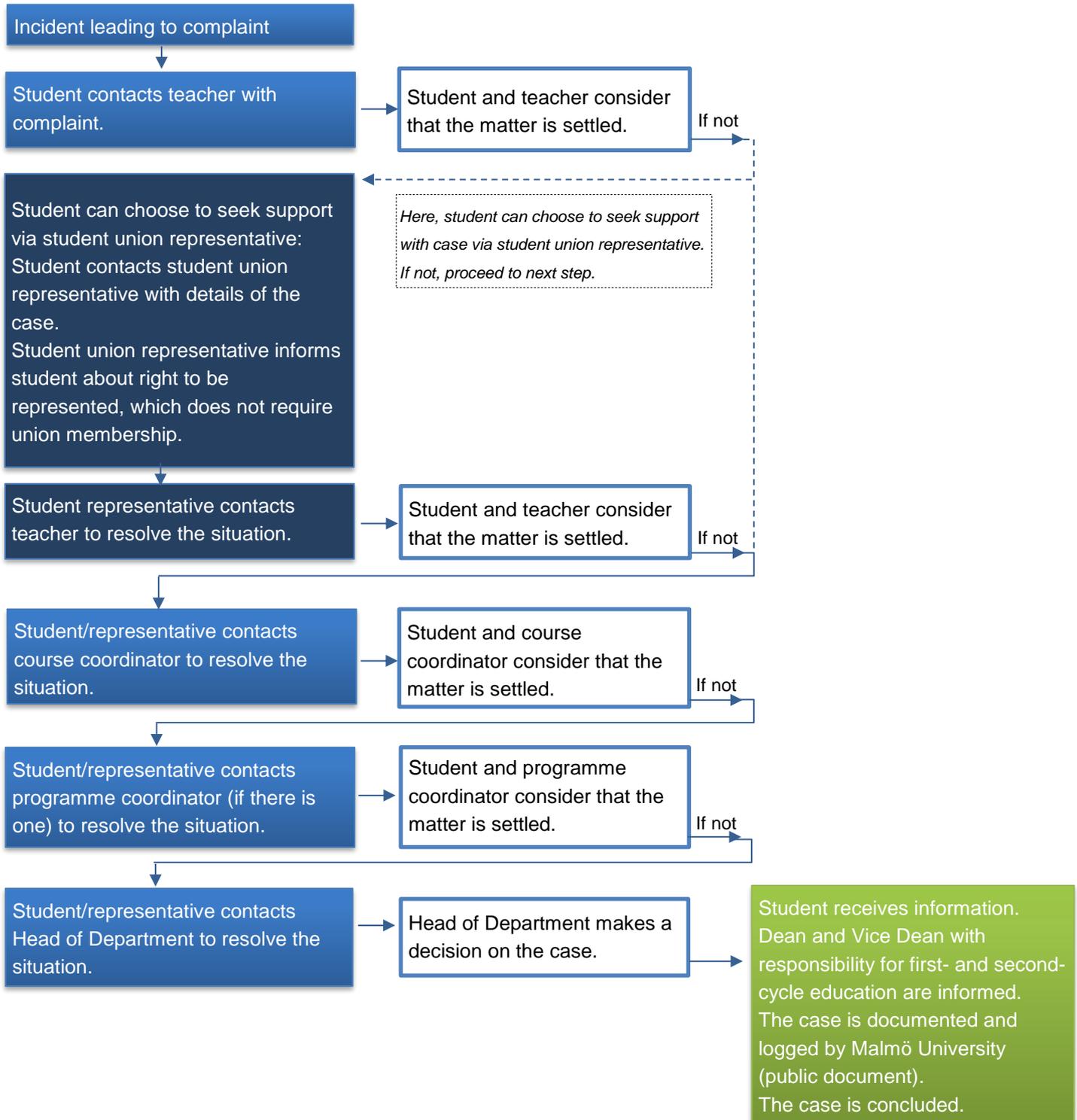


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**Flowchart for dealing with student complaints**

Student complaints should always be handled promptly.



Cases submitted directly to the Vice Chancellor without having been dealt with by the faculty will be handed over to the Head of Department to be dealt with in accordance with this procedure. The student is informed of case progress.