

Disability Complaints Procedure

In the event that specific complaints arise regarding the University's compliance with particular provisions of the Disability Act 2005, an individual with a potential grievance is encouraged to work with the University personnel most closely involved, including as appropriate the Dean, Head of Department, Manager or other staff member at an appropriate level, in an effort to resolve the matter informally. To the extent that complaints cannot be resolved informally, procedures are in place to initiate a formal complaint.

Scope

The following procedure has been developed for the purposes of complaints pursuant to Sections 25 to 29 of the Disability Act 2005 which provide for complaints to be lodged in respect of:

- Access to public buildings
- Access to services
- Accessibility of services supplied to a public body
- Access to information
- Access to heritage sites.

Procedure

- If, in the first instance, informal discussion with the appropriate University personnel does not resolve the complaint, the individual shall submit a written statement to the Vice President for Student Services and Human Resources. The written statement must include a clear and unequivocal statement of the way in which it is alleged that the University has failed to comply with the relevant sections of the Disability Act 2005.
- Receipt of the complaint shall be acknowledged, normally within 5 working days. The Vice-President for Student Services and Human Resources shall allocate the complaint for investigation to an inquiry officer; such inquiry officers are authorised by the President of the University.
- The inquiry officer shall carry out a full investigation of the complaint and provide a written report of his/her findings to the Vice-President for Student Services and Human Resources. The report shall set out his/her determination as to
 - Whether the complaint is frivolous or vexatious
 - Whether there has been a failure of the University to comply with the appropriate sections of the Act
 - In the case where a failure has been identified, the steps required to be taken by the University to comply with the provision concerned.
- The Vice-President Student Services and Human Resources shall furnish the individual and the President with a written response to the complaint, normally within thirty (30) working days of the complaint's being lodged. If the grievance involves a dispute regarding the conduct or the requirements of a course, or of an academic programme, a copy of the written response issued by the Vice-President Student Services and Human Resources shall be provided to the Registrar and Deputy-President, to the Dean and the Head of Department responsible for the course or academic programme in question and, when applicable, to the course coordinator.

When the subject of grievance is the responsibility of another Vice-President, academic Dean, or senior administrator, the Vice -President for Student Services and Human Resources shall ensure consultation with that individual in the investigation process.

In the above process if the Vice-President for Student Services and Human Resources is the subject of the complaint or has a prior involvement in the particular issue being raised, the procedure will be administered by the Secretary of the University.

Approved at Údarás on 2nd March 2007