

SW/16/2010



## DEPARTMENT OF STUDENT WELFARE

### ACCOMMODATION APPEALS PROCEDURE

**Rationale:** To allow customers to raise issues with the department of Student Welfare or University where they feel that the system has not been fair in making decisions related to their accommodation in the University

1. Students may appeal an accommodation related matter under the following circumstances, however evidence should be provided to support the case.
  - a) A chronic health status; students who have gone through certain circumstances leading to them having ill health during the holidays or during the semester. Medical proof will be required.
  - b) Students who have reason to believe that they have not been properly assessed.
  - c) Evidence of bias or corruption on the part of one or more officers
  - d) Inappropriate advice from accommodation officers on matters affecting the student's accommodation on campus.
  - e) Any other matter deemed appropriate for consideration

#### **Excluded are appeals on the following grounds:**

- a) Appeals that judge the professional judgement of assessors will not be considered.
- b) Appeals that cannot be proved or with insufficient evidence

#### **Procedure for lodging appeals**

Concerned individuals are expected to lodge a matter or complaint in order of priority with the following:

1. Assistant Manager, Accommodation
2. Manager, Student Welfare and Accommodation
3. Deputy Director, Student Welfare
4. Director Student Welfare
5. DVC Students Affairs
6. Vice Chancellor

An appropriate letter should be written to *The Deputy Director, Department of Student Welfare, Private Bag 0022 Gaborone*. The letter should bear the grounds of appeal and include all

relevant information and evidence. Letters must be registered and left with the Student Welfare reception at Block 115/128.

### **Complaints regarding officers**

A student who has a grievance relating to an officer regarding unsatisfactory assistance, unsatisfactory relationships with the officer may follow this procedure;

- a) Raise concern with the officer as soon as the problem arises. Most grievances can be resolved amicably and quickly in this manner.
- b) Concerns that could not be solved at step (a) should be lodged with the Assistant Managers, then the Manager, Student welfare and Accommodation, then deputy director, then director, then DVC Student Affairs and finally the Vice Chancellor.
- c) The expectation is that the final place of resolving complaints should normally be the Director, Student Welfare.

### **Points for consideration in resolving complaints**

- The complaint should be dealt with under a non judgemental atmosphere rather than an adversarial one and allow the parties involved to participate as appropriate.
- The student and the officer must enlist the aid of a neutral third party where necessary
- Where there are personal interests on the issue, officers concerned should recuse themselves from considering the case and pass it over to the next level.
- It is expected that all issues will dully resolved during the initial stages of lodging the complaint.

### **NB.**

- The University does not have adequate accommodation for students and thus tight assessment criteria are applied to all applicants to get the most desrving cases.
- The department will not tolerate false information given in order to secure accommodation on campus. If that happens, disciplinary measures will be taken against the concerned student.
- Successful appeal cases will be subject to availabilty of space or else the concerned student will be put on the waiting list.