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# **Namibian-German Institute for Logistics Complaints Policy**

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## **Purpose**

NGIL has quite an extensive number of learners affiliated with various courses. All the courses offered are franchises; NGIL has no rights to the programs and follows the procedures for the professional institutions they are linked with. The Institute understands its mandate in academic service delivery and values feedback on its service. Believing that the learners are eligible for an effective complaint system for handling their grievances to ensure that the Institute offers the utmost possible academic and service standards.

This document aims to highlight the applicability of complaints procedures and the significance of allowing learners to express their viewpoints and make complaints while fully knowing that whatever issues they have raised will be objectively investigated. The scope of this policy is based on the understanding that a complaint is an expression by the registered or prospective learner revealing dissatisfaction against the Institute's service delivery, facilities, administration and academic teaching.

### **NGIL commitment to complaints procedures:**

The Institute aims to provide a simple and easy complaint policy to use. Ensure the policy is available to all learners, staff and stakeholders through the website. Complying with CILT UK AO and NUST procedures, enabling fair procedures for the learners to intensify their complaint where possible. The Institute will ensure that all parties understand the investigation process and will decide when complaints are raised.

### **The complaint process will be:**

1. Appropriate for matters and complaints to be resolved within forty (40) working days of receipt.
2. Self-governing, any official with a person of interest will not be allowed to be part of the investigation or verdict.
3. Respectful and transparent, ensuring fair and equal treatment throughout the process, being open, reasonable, and professional and communicating openly.

4. Unprejudiced, thoughtful and sympathetic. Both parties involved will be taken seriously, listened to and have the right to a fair hearing through the University procedures.
5. Ensuring the identity of the reporting party or person that laid the complaint will be disclosed; however, where applicable, confidentiality on information assumed to be sensitive will be redacted.

## **Raising a complaint**

Learners are allowed to make complaints in writing or verbally to:

- a) The staff they are dealing with at the time unless the complaint being made is about the staff.
  - b) The Head of NGIL or any other official deemed to be the manager.
  - c) Student representative groups and evaluation forms.
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1. The learners are encouraged to raise their concerns immediately after the event, no later than two (2) weeks from the initial issue. This will enable effective investigation and immediate remedies for the learner.
  2. Learners are allowed to use the process by making complaint groups where they can share their dissatisfactions against the Institute and CILT UK AO services, facilities, administration procedures and academic teaching. Thus, in the event of resolving the issue, learners can nominate their representative to act on their behalf.
  3. The issue raised as a complaint will be treated confidential by remaining accessible to the parties involved only unless there is a sign of risk for either a staff or learner. Thus, the respondent or learner has the right to full complaint details.
  4. For a thorough investigation to be done, the Institute will collect all appropriate information from both parties involved to form an effective foundation for the complaint made.
  5. It is expected for learners to raise complaints in a fair manner and consider moral values. Should any aggravating behaviour be suspected during the

processing of the complaint, the issue raised shall be rejected and student disciplinary action as per NUST procedures will be taken.

## **Complaints procedures**

1. The complaint received will be resolved at the earliest stage by means of exhausting the issue informally, given that the matter was brought to the attention of the staff member responsible for taking complaints and resolving them through informal discussion.
2. At the informal stage, the responsible staff is expected to address the complaint on time and fairly. The recipient will ensure that the learner knows and understands how the matter will be resolved. This process should be notified to the learner within (five) 5 working days after a complaint is made or received.
3. In any case, where the learner felt dissatisfied with the informal process outcome, an arrangement should be made to whom the learner must submit a formal complaint.
4. It is worth noting that only the complaints proven to be serious will be addressed through a formal process. Therefore, most of the complaints will be attended to through the informal process, either via emails or face-to-face conversations.
5. A learner can submit a formal complaint when the informal attempt does not satisfy their expectation. A formal complaint can be submitted within seven (7) working days after an informal attempt fails.
6. In both cases (informal and formal), the learner must expect to receive an acknowledgement of receipt of their complaint from the respective staff handling complaints.
7. The formal complaints will be investigated by the Head of NGIL or any manager appointed to deal with such matters. In any case, where the Head or responsible manager is involved in the matter raised, the complaint shall be taken up by the Senior Administrative Staff such as the Student Service Manager.
8. The Head of NGIL or Student Services will arrange a meeting with the learner to discuss the complaint details. The learner has the right to bring an advisor, guardian or friend during the meeting. Where necessary, the student

- representatives and any witness shall meet the Head of NGIL or Student Services in a separate meeting unless stated or agreed otherwise.
9. Staff are expected to attend the meeting when they are the respondent of the complaint raised, and they are entitled to bring a colleague or friend along.
  10. When the learner, staff or Head cannot attend the meeting, an arrangement must be made to reschedule the meeting within three (3) working days after the initial meeting date. The meeting can take place face-to-face or online, depending on the decision made.
  11. The learner will be requested to explain the issue and provide evidence to support the claims, followed by questions by the Head of NGIL or Student Services. After that, the staff and other parties will respond to the learner's complaint, followed by questions from the Head of NGIL or Student Services.
  12. After the meeting, a report will be produced by the Head of NGIL or Student Services with all the processes outlined, including information collected, conclusions and recommendations, if applicable. The responsible appointed staff and the respondent will share this report with the learner with any other attached copies of presented information.
  13. The learner will then receive an explanation of the decision made about the complaint. The response will be shared in a written format within 30 working days after the student submits a complaint form and confirmation from the respondent, allowing the investigation to commence.
  14. The final verdict of the investigation will be sent to the learner with full details on how the matter has been or is going to be resolved. The responsible appointed staff is expected to share the details within 4 working days from the initial date when the final decision was made.

## **Monitoring and record keeping**

It is expected for all formal complaints to be recorded, the decisions made and the outcomes should be noted. Should any multiple complaints be raised against the staff, awarding organization or the head/student services, the complaints must be taken seriously and addressed for improvement purposes. The Head of NGIL or Student Services, plus the awarding organization, must apply continuous monitoring and

review of the policy. All complaints records taken should be held for at least a period of two (2 )years.

**Disclaimer:** Except for the above-stated procedures and practices. All issues pertaining to staff compliances, general information and disciplinary of learners, NGIL is obliged to follow NUST rules and regulations and CILT UK AO on some of the matters not highlighted or highlighted, hence needs further alignments. The regulations mentioned above are listed below:

- a) NUST General Information and Regulations p. 24-37
- b) NUST General yearbook: Policy on Student Plagiarism p. 50-54
- c) NUST General yearbook: Student Disciplinary Regulations p. 55-60
- d) CILT (UK) AO Learner Enrollment and Registration Policy

NUST General Information Rules and Regulations Year Book available at [https://www.nust.na/sites/default/files/docsforms/Yearbook\\_Part1\\_General\\_Rules\\_Regulations\\_2023.pdf](https://www.nust.na/sites/default/files/docsforms/Yearbook_Part1_General_Rules_Regulations_2023.pdf)

CILT (UK) AO Policies are available of the CILT(UK) website : <https://ciltuk.org.uk/AO-Policies-Procedures>

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