

ENOHE CONFERENCE, LEON SPAIN, JUNE 2019

PRE-CONFERENCE TRAINING DAY FOR ENOHE MEMBERS

Complaint resolution case-study

Join ENOHE members for a pre-conference training day. The full-day workshop will allow us to consider the complaint submitted by a fictional student, and exercise our investigative powers. From the initial 'presenting complaint' through to the final investigation, decision and follow-up action, we will follow the [mis-]fortunes of Mary, whose University-organised field-trip was a big disappointment to her.

What happened? What should have happened? What do we need to find out to make a decision on this complaint? Could Mary have been more proactive? Should staff have been more proactive? Is our pastoral support adequate? Are our systems as robust as they should be?

As the day unfolds, we'll see the email correspondence between Mary and her tutor, and between various staff members. We'll be able to reach a conclusion on the complaint submitted by Mary – and on ways in which it might have been avoided or resolved at an early stage. We'll also look at the wider implications for our internal systems, and how we might avoid a similar situation arising for other students in the future.

OUTLINE PROGRAMME

- 09:30 – 10:00 *Registration and refreshments*
- 10:00 Welcome and brief introductions
- 10:30 Who we are and what we do – open-house on participants' roles in our different countries and institutions
- 11:30 Introducing Mary... - the complaint as presented. Initial thoughts, what do we know, what do we need to find out, how might we tackle this complaint?
- 12:00 The plot thickens – considering the correspondence. Where do we go from here?
- 13:00 *Lunch and networking*
- 13:30 Quick re-cap and stock-taking
- 14:00 Continuing with our investigation – who else do we need to consult? What new information emerges? How might this change our views?
- 15:00 Reaching a decision, based on all the evidence – drafting the report, considering follow-up action, analysing what our institution has learnt from this complaint
- 16:00 Final thoughts and feedback – how did this exercise fit with our day-jobs back home?
- 16:30 *Close*

Whatever your role in your institution, this exercise has been designed to help us look at practical ways of resolving complaints, and using them as a tool for institutional improvements.