

To: Chairs - Student Councils; Heads of Departments
From: Irene Janse van Noordwyk
Date: November 4, 2014
Re: Channels of Communication

TO: ALL UNDERGRADUATE AND POSTGRADUATE STUDENTS IN THERAPEUTIC SCIENCES

The School is increasingly receiving complaints which have not followed the appropriate channels of communication. If a student has a complaint related to their studies, they **MUST** follow the correct channels of communication to avoid delays and to ensure the appropriate actions are taken.

FOR UNDERGRADUATE STUDENTS:

Programme/Course Related complaints:

- Class representative, if not resolved, then to
- The relevant course coordinator, if not resolved, then to
- The relevant year/degree coordinator (as applicable), if not resolved, then to
- The Head of Department, if not resolved, then to
- The Head of School, if not resolved, then to
- The Dean, if not resolved, then to
- The Deputy Vice Chancellor: Academic, if not resolved, then to
- The Vice Chancellor

Staff Related complaints:

- The Head of Department, if not resolved, then to
- The Head of School, if not resolved, then to
- The Dean, if not resolved, then to
- The Deputy Vice Chancellor: Academic, if not resolved, then to
- The Vice Chancellor

FOR POSTGRADUATE STUDENTS

Regarding Courses, Research, Examiners' Reports and all postgraduate related matters:

- Class representative (where applicable), then to
- Course/Research Coordinator, then to
- The Head of Department, if not resolved, then to
- The Head of School, if not resolved, then to
- Assistant Dean: Research, if not resolved, then to
- The Dean, if not resolved, then to
- The Deputy Vice Chancellor: Academic, if not resolved, then to
- The Vice Chancellor

Not following these channels results in unnecessary delays in dealing with your complaints. You must allow for a reasonable period of time (as a guideline ± 2-7 days) for your complaint to be addressed, before you seek for assistance from the next level.

If you have any queries regarding the above, please do not hesitate to contact Mrs Irene Janse van Noordwyk (Administrative Officer) at 7172063 or e-mail at irene.jansevan Noordwyk@wits.ac.za.

Professor Judith Bruce
Head
School of Therapeutic Sciences