

EUA INSTITUTIONAL EVALUATION PROGRAMME

Complaints Criteria and Procedure

Part I Grounds for complaints

An institution may complain when it considers that an evaluation has not been carried out with due consideration to IEP Guidelines and the “Charter of Conduct for Pool Members” and to general principles of evaluation and professional standards in forming and expressing a judgement. With regard to these reference points, grounds of complaints will be considered valid under the following circumstances:

1. Procedural Scope of Complaint Review

When submitting a complaint to IEP, the institution must:

- Indicate precisely the object of the complaint, by identifying either (a) specific statements in the evaluation report or (b) specific procedural activity;
- Stipulate in a substantiated manner in which way, and to what extent, and based on which evidence, (a) the facts and judgements or (b) specific procedural activity are incomplete, erroneous, or constitute gross and evident misjudgement;
- Indicate in which ways these failings should be corrected. If the institution complains against the statements in the evaluation report, the way the report should be amended must be stated.

IEP will only consider complaints that include all these elements.

2. Substantive Criteria of Complaint Decision

Within the procedural scope described above, the complaint judgement is based on, and limited to, the following criteria:

- a) Inappropriateness of process in whole or in part and its deviation from the IEP Guidelines and the “Charter of Conduct of Pool Members” and from general principles of evaluation and professional standards in forming and expressing a judgement. Considerations of failure in adhering to the normal IEP process will be limited to those that are apt to influence the judgement of the evaluation team.
- b) Inappropriateness of the judgement(s) expressed in the evaluation report, which is considered to be the case only under the following circumstances: erroneous assumption of non-existent factors as facts, failure in exploring relevant facts, and ignoring or misjudging factual base. Each of these complaints issues will be considered only in case and to the extent that the given complaints issue may have influenced the judgement of the evaluation team.
- c) By contrast, the complaint will be rejected, if the action complained against was appropriate and the judgement formulates an expert opinion based on provided evidence and on

reasoning which does not show gross and evident inconclusiveness (valid scope of expert judgement).

Part II Complaints Process

On receipt of the evaluation report, the institution may lodge a complaint on procedural grounds within one month. Institutions that wish to lodge a complaint are requested to contact the IEP secretariat at info@iep-qaq.org for information regarding further steps.

Following submission of a complaint, the process goes as follows:

Consideration of the complaint

- Receipt of a complaint is acknowledged within a fortnight by the Chair of the Steering Committee.
- The Chair of the Steering Committee Chair considers the matter and determines what action will be taken in response to the complaint.

Actions taken by the Chair of the Steering Committee

The Chair of the Steering Committee may:

- Investigate the matter with the institution and the evaluation team and decide to either remedy or reject the complaint as a whole or in part.
- Decide to establish a Complaints Committee of three IEP pool members to investigate the matter further. In this case:
 - o Each Complaints Committee is composed by three members: one representative of the team chairs, team members and team coordinators in the IEP pool. While composing the Committee, geographical and disciplinary balance is taken into account, as well as required expertise and background of the Committee members. No member of the Complaints Committee may have had any prior involvement in the institution.
 - o The institution is informed of the Complaints Committee membership and is given the opportunity to raise any concerns with the Steering Committee Chair within 10 days after receipt of the aforesaid information.
 - o The Complaints Committee will review the complaints issues within the scope described in Part I.
 - o The Complaints Committee will issue a complaint judgement on the complaints issues in a report to the Chair.
 - o If the Complaints Committee upholds a complaints issue it will recommend to the Steering Committee Chair, as is appropriate in view of the case, that the evaluation report description or judgement be amended, or that the evaluation report be set aside

and an additional visit carried out by an evaluation team at no extra cost to the institution.

Decision on the complaint

In all cases, the Chair of the Steering Committee makes a decision on the matter and communicates the outcome of the process to the head of the institution, normally within four months of receipt of the complaint.