Understanding the Complaints Process
Access the Student Complaints website to understand the complaints process.

Make a complaint
Using the Student Complaints Form make a complaint to the relevant University staff member listed in Table 1.

Complaint resolved satisfactorily?

Refer to the Quality Assurance Officer
Refer the complaint to the Quality Assurance Officer within 10 working days of the date of notification of the outcome of step 2.

Complaint resolved satisfactorily?

Refer the complain to the office of the Ombudsman at ombudsman@cavendish.co.zm

Is the VC party to the complaint?

Refer the Complaint to the VC

Y

Refer the Complaint to the Ombudsman at ombudsman@cavendish.co.zm

N

Resolve the Concern Informally
A student should try to resolve the issue informally by approaching the person or service area concerned directly.

Student Satisfied?

Y

N

Student has a complaint

Y

N

Student Satisfied?

Y

N

N

CAVENDISH UNIVERSITY INTERNAL COMPLAINT PROCESS