

# Procedure Complaints / Feedback

Attempt to solve it on person level with teacher(s) and / or student(s)

Go to the  
programmes'  
study advisor

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Report your issue at stress website:

[www.stress.utwente.nl/main/study/complaints.html](http://www.stress.utwente.nl/main/study/complaints.html)

1. File a complaint
2. Stress posts it on website for reactions
3. When complaint is confirmed by more students, Stress approaches teacher, coordinator or director for solutions

Other tips:

- Attend the programmes', courses' or modules' panel discussion if organized
- Fill out the educational quality survey of the course/module
- Make use of teachers' evaluation moments within the course/module

In case former steps did not lead to any acceptable change or adaption; consider to report your issue at the UT complaints desk (part of the student counseling service)

[www.utwente.nl/ces/studentervices/en/complaints\\_desk/](http://www.utwente.nl/ces/studentervices/en/complaints_desk/)

## Do's

## Don'ts

When explaining your case separate facts from personal interpretations (feelings)

Complaining as a goal instead of a means to improve a situation

Choose a constructive way to express yourself

Force your opinion onto others and create a fake culture of being victims

Be respectful to other parties

Avoid confrontation

Suggest a solution or improvement

Expect unrealistic solutions

Make a distinction between formal and informal complaints and consequently ways to handle them

Exaggerate your reaction, especially when you don't have a complete idea of all facts / people's reasoning