



**LUND**  
UNIVERSITY

DECISION

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12 March 2015

Reg. no STYR 2014/169

Vice-Chancellor

## **Guidelines on handling complaints from students concerning first, second and third cycle studies at Lund University**

### *Background*

The student organisations have pointed out difficulties in the handling of matters concerning education in which individual students are parties in a matter in relation to the University. The student organisations have stated that in certain cases, and for various reasons, matters have not been decided in accordance with the external and internal regulations, such as matters not being resolved by the appropriate decision-makers.

### *The legal framework for decisions*

The Higher Education Act (1992:1434) and Higher Education Ordinance (1993:100) contain regulations applying to studies at different levels and which refer to the University's relationship to students. Regarding the University's processing of matters, regulations in the Administrative Procedures Act (1986:223) are also to be applied. The University's rules of procedure<sup>1</sup> and delegation rules<sup>2</sup> apply for the overall organisation and for the delegation of decision-making powers. In accordance with these documents, the faculty boards have an overall responsibility for studies within the respective faculties. This also means that the faculty boards have decision-making powers regarding such matters that are not to be decided by another function. Furthermore, the faculty boards can delegate decision-making powers to another body or function, unless this is specifically prohibited. In addition to this, there is a body of internal regulations of various types that regulate the handling of issues concerning first, second and third cycle studies.

Handling of matters at Lund University shall be carried out in accordance with the regulations in superordinate legislation, the University's rules of procedure and other policy documents. Decisions on issues concerning education are to be made by the bodies or functions that have been designated for this purpose in accordance with the University's regulations.

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<sup>1</sup> Rules of procedure for Lund University, reg. no STYR 2014/927. The present guidelines refer to the rules of procedure applicable at any given time, provided that the rules of procedure are not changed with regard to the faculty boards' responsibilities and the present guidelines for that reason must be revised.

<sup>2</sup> Rules on the allocation of decision-making powers at Lund University, reg.no STYR 2014/303. The present guidelines refer to the delegation rules applicable at any given time, provided that the delegation rules are not changed with regard to issues concerning studies at different levels and the present guidelines for that reason must be revised.

### ***Organisational support resources***

The Legal Services office provides legal support to the faculties, departments and other units within Lund University. The Student Ombudsman and Doctoral Student Ombudsman are available as support resources for the students.

### ***Guidelines***

These guidelines aim to clarify how a matter that concerns first, second or third cycle studies shall be handled within the University when a student considers that the matter has not been handled in accordance with the pertinent regulations by levels below the level of the Vice-Chancellor, i.e. if the matter

1. has not been handled in accordance with the pertinent regulations, or
2. has not been decided by an appropriate decision-maker, or
3. has not been handled in a reasonable time by lower levels.

Requests for a review shall be made to the Vice-Chancellor, but are to be submitted to the Registrar ([registrator@lu.se](mailto:registrator@lu.se), or Lund University, Registrar's Office, Box 117, 221 00 LUND). In the submission, the student shall state the circumstances that in the student's view are the basis for the complaint and also describe the previous handling of the matter.

A further precondition is that, according to other regulations, the matter is not to be handled by a University-wide body, see specific section below.

If the Vice-Chancellor finds that the matter is to be taken up for review, the Vice-Chancellor will investigate the matter with the assistance of the Legal Services office, or of another unit at University-wide level, if this is more appropriate regarding the nature of the matter. Thereafter, the Vice-Chancellor is to make a decision. In cases where the Vice-Chancellor finds that there are deficiencies in the handling of the matter in lower instances, the Vice-Chancellor can, as part of the decision, express criticism of the handling and at the same time request documentation on planned measures to rectify the fault and a timetable for their execution. Alternatively, the Vice-Chancellor can in such cases withdraw the delegated decision-making powers and change the decision of the unit concerned.

In cases where the Vice-Chancellor finds that lower instances have handled a matter correctly, the Vice-Chancellor makes the decision to drop the matter without further action.

The guidelines do not prevent a student from appealing against a decision in accordance with Chapter 12 of the Higher Education Ordinance or reporting Lund University to the Higher Education Authority.

### ***Matters not covered by the guidelines***

The guidelines do not apply to matters that are to be handled by the Vice-Chancellor/Disciplinary Board in accordance with Chapter 10, section 3 of the Higher Education Ordinance, the Research Misconduct Review Board in accordance with the decision of 25 October 2012 (reg. no LS 2012/624), the Admissions Board in accordance with the decision of 6 November 1993 (reg. no I A 19 10499/93) and the Staff Disciplinary Board in accordance with the decision

of 25 October 1993 (reg. no A 9 13996/93). In addition, the guidelines do not apply to matters of discrimination or harassment in accordance with the Discrimination Act (2008:567) and the Work Environment Act (1977:1160), and matters in accordance with Chapter 6, section 30 of the Higher Education Ordinance and section 8.3 in the regulations for third-cycle education at Lund University (reg. no LS 2012/718) on withdrawal of supervision and other resources for a doctoral student.

Negotiations in accordance with section 11 of the Employment (Co-Determination in the Workplace) Act (MBL) took place on 24 February 2015

***Decision***

The University has decided that the guidelines are to apply from 1 April 2015.

The decision on this matter was made by the undersigned Vice-Chancellor in the presence of University Director Susanne Kristensson, after a presentation by Chief Legal Counsel and Head of Division Annette Nilsson.

Torbjörn von Schantz

Annette Nilsson  
(Legal Services and Records  
Management)

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