

Feedback and complaints procedures

Karthus course on Ice Sheets and Glaciers in the Climate System

INTRODUCTION

The behaviour of students and teachers is laid down in the Karthus Code of Conduct. This Code of Conduct provides the framework for behaviour and reflection for teachers and students. In case a student or teacher does not behave according to this framework the feedback and complaints procedures describes the way on how to proceed.

Complaints procedures

If a problem arises, the first step is to try to solve it by talking to the person(s) involved, whether this is a (fellow) student, or (fellow) teacher.

If you feel your complaint is too severe, or if it is too difficult to discuss, or if the problem was not fully solved you are encouraged to contact the local organizing committee. In case you do not feel comfortable to do so, you can talk to the *trust person (Ombudsperson)*. During the course one of the teachers is appointed as the *Ombudsperson* and (s)he can advise you. The intention is to solve any issue that may arise locally.

The most severe *sanction* to be placed on a student or teacher for any misconduct is to be expelled from the course. This may be requested by the chair of the local organizing committee after consultation of both parties.

The Advisory Board will be informed of any problem that may arise and provides advise to the organising committee on how to act.

FEEDBACK

We are always trying to improve the course. Any feedback is therefore welcome.

Feedback can be given directly to the teacher, or the organizing committee. Or, if you do not feel comfortable to do so, you can talk to the *Ombudsperson*.

At the end of the course, you will be asked to provide feedback trough an anonymous questionnaire. Please support us by filling the questionnaire.