



Leiden University Regulations On Other Types of Complaints

The complaint concerns the treatment of the complainant by or on behalf of an administrative body. Chapter 9 of the General Administrative Law Act (Awb) shall apply to the handling of the complaint. This states that a complaint must be properly handled by an administrative body, whether this be by an ombudsman or a complaints committee, but that the decision concerning how the complaint is handled may not be judicially contested. This means that also beforehand, objections cannot be made concerning the way in which a complaint is to be handled. The difference between a 'complaint' and an 'objection' is that a complaint refers to an (Awb) decision made by an administrative body.

The University will ensure a careful handling of all complaints submitted, which of course may concern a range of different areas. Complaints may only be submitted by email from the student's university email account (uMail). The student will receive an automatic confirmation of receipt of the complaint, after which the complaint will be forwarded for processing to the complaints coordinator of the faculty or unit to which it relates. A period of six to eight weeks is observed for the handling of complaints.