

UNIVERSITY OF PORT HARCOURT
OFFICE OF THE VICE CHANCELLOR
QUALITY ASSURANCE AND QUALITY CONTROL UNIT

**A REPORT OF COMPLAINTS RECEIVED AND TREATED FROM THE MONTH OF
JANUARY TO JULY, 2023.**

1. The Unit received a report of extortion from a level 100 student of the Department of Philosophy. She reported that they were asked to pay ₦ 500 for course registration, as well as contribute to the purchase of a Public Address System. Upon investigation, the unit confirmed the merit of the report. However, the Course Representative informed us that the contribution was voluntary but due to complaints received from the class, she was directed to refund the monies back to the students who had made payments.
2. A student of the Department of Sociology wrote to the Unit to facilitate the forwarding of her GES 100.1 result which has stalled her from completing the graduation process to enable her to make the list for NYSC. The Focal Officer, through the dean, faculty of Social Science directed the examination officer who acted swiftly in resolving the matter.
3. The Unit received a Petition against an Academic staff of the English department concerning the failure of payment for the book supplied. In resolving the situation, the Focal Officer invited both parties for interaction and a timeline was agreed upon when payment should be made and completed. The parties were satisfied with the resolution.
4. A level 100 student of the Department of Educational Management complained of extortion by the Course Representative of her class. In order to establish the merit of the case, the course representative and some members of the class were invited and interviewed. The Unit confirmed that it was not a case of extortion but rather an agreement by the class to meet the needs in line with the responsibilities of the course representative.
5. The Unit received a complaint from a parent who travelled from Lagos State to Rivers State to ascertain the graduation status of his son who ought to have graduated. According to the parents, he has been receiving conflicting reports from his ward about his graduation status. Upon investigation, it was discovered that the student had more than 12 carryovers and has exceeded the residency period allowed for the programme.