

- iv) The Board of Examiners will handle plagiarism cases and the Chairperson of the Board will send the decision of the Board to the Deputy Vice Chancellor, (A. R. & E) and Dean School of Graduate Studies for tabling in **BSGS** through proper channels such as through Dean of the School and/or the Principal of the College.

## **18.0 GRIEVANCES AND COMPLAINTS**

Students and staff have the right to have grievances and disputes addressed and resolved within a reasonable time (normally five working days)

### **18.1 Informal Complaints**

Students and supervisors shall attempt to resolve conflicts informally. Students and staff have the right to have a support person present at any time during this process. The involvement of other members, including the co-ordinator of the School's Graduate Studies Committee might also be appropriate. If the dispute is not resolved then formal procedures should be followed.

### **18.2 Students' Formal Complaints**

- i) Students who have a reason to believe that the outcome of the informal process is not satisfactory, which may be detrimental to their candidature, should submit their complaints in writing to either the **HOD**, Dean, Principal or **DVC (A, R&E)** or the Vice Chancellor as may be deemed fit, copied to the Dean, School of Graduate Studies. The recipient of the complaint shall inform the student of the possible solutions and any further action that may assist to resolve the case.
- ii) A student may be allowed to propose change of supervisor to the **DGSC**. The final decision however, rests on the **DGSC**. In case a student is allowed to change a supervisor the same will have to be communicated to **BSGS** through the proper channels.
- iii) All postgraduate students' complaints should be resolved at the **DGSC** or **SGSC** level. If not, then they shall be forwarded to **BSGS** for further advice. All Schools shall formulate students' complaints policy.

### **18.3 Staff Formal Complaints**

All staff complaints shall be dealt with at the **SGSC**. If not resolved then the Dean shall contact Deputy Vice Chancellor (A, R & E) and Dean, School of Graduate Studies for advice.

## **19.0 AMENDMENTS AND VARIATIONS TO REGULATIONS**

Moi University shall amend and review these regulations as and when need arises.

## **20.0 COMPLIANCE WITH THESE RULES AND REGULATIONS.**

These Rules and Regulations shall be read together with the Rules and Regulations Governing the Conduct of Examinations of Moi University

The University shall take appropriate action against any person who does not comply with any of these Rules and Regulations.