

INSTITUT CATHOLIQUE DE KABGAYI (ICK)



STUDENTS COMPLAINT POLICY AND PROCEDURES



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GENERAL PRESENTATION OF INSTITUT CATHOLIQUE DE KABGAYI

This section includes an overview of Institut catholique de Kabgayi and focuses on the its background, vision, mission, moto, values and objectives.

1.1. Background of ICK

The “Institut Catholique de Kabgayi” (ICK) is a private Higher Learning Institution founded in 2002 by the Catholic Diocese of Kabgayi, under the name *Université Catholique de Kabgayi* (UCK). The idea to create a university came as a continuation of Kabgayi Diocese’s apostolic mission to contribute to the socio-economic development of Rwanda through education. More specifically, UCK was created with a goal to produce well trained and competent professionals who are able to take on various socio-economic challenges facing the country. To maintain its Catholic stamp, UCK was meant to produce graduates who are endowed with a critical mind but who are also morally conscious.

UCK was given recognition by the Ministry of Education by Convention of Allocation N°001/03/2003 concluded between the Government of Rwanda via the Ministry of Education and the Catholic Diocese of Kabgayi. It got the legal personality on 15/03/2006 by the Minister order n° 51/11 of 15/05/2006 as published in the Official Gazette of the Republic of Rwanda n°10 of 15/05/2006. What started as *Université Catholique de Kabgayi* (UCK) became *Institut Catholique de Kabgayi* (ICK) by the Ministerial Order N° 03/08.11 of 04/02/2010 promulgated in *Official Gazette of the Republic of Rwanda* N° 08 of 22/02/2010. The institute obtained accreditation or Definitive Operating License by the decision of the Cabinet, on March 24th, 2010.

1.2. Vision

ICK has the following vision: To be a Centre of Academic and Professional Excellence at national, regional and international level.

1.3. Mission

The mission of ICK is to advance and promote knowledge and development of skills in professionalism and innovativeness through quality education, research and community services for the transformation of society and sustainable development.

for all

1.4. Motto

The motto of ICK is: Science – Conscience - Development.

1.5. Values

In all its teaching and research-related activities, ICK strives to instill the values of truth, justice and solidarity for the integral development of mankind.

Thus, in the implementation of its programs, the ICK will highlight the following values:

- a) The respect of the human rights: promoting social justice and respect of the human dignity; denying discrimination, favouritism and exclusion;
- b) Integrity: Transparency and accountability, privileging truth and honesty;
- c) Serving the community: Commitment to achieve our mission in developing synergy and solidarity with the community;
- d) Unity in diversity: Supporting the “unity in diversity” principle in promoting the spirit of tolerance, dialogue, participation and national unity and reconciliation;
- e) Gender equity: notion of complementing each other in the country development.

1.6. ICK objectives

The ICK objectives in the realization of its mission are:

- To provide a scientific, professional and technological higher education, by taking into account the population’s needs for development;
- To provide the student with skills, technology and education that enables him or her to assert himself or herself so as to create employment for his or her personal fulfillment and advancement as well as national development;
- To promote a formal framework of continuous learning and research in the curricular areas provided by the institution;
- To contribute to cultural, civic, moral and Christian education of the population;
- To promote, through learning and research, the values of truth, justice and solidarity for the integral promotion of the human being;

To contribute to the search for solutions to other issues related to national.



1. POLICY STATEMENT

The students' complaint and procedures policy of ICK is a statement of minimum standards leading a trainee to present his/her complaint and the procedures followed for Bronze level of CPA offered by ICK.

2. VISION STATEMENT

The vision of students complaint and procedures policy is to develop requirements for complaint in academic and professional programmes offered by ICK and with conformity of Higher Education Council regulations, and supporting the complaint procedures in order to ensure quality education.

3. COMPLAINT PROCEDURES

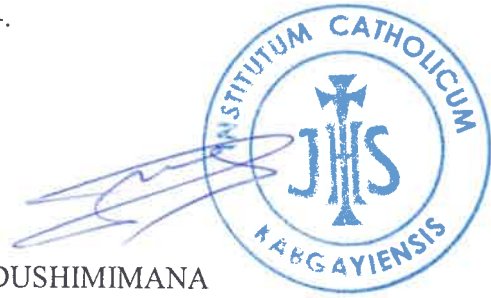
1. Student writes a complaint letter to the Head of Department with evidence in attachment;
2. Head of Department examines carefully the complaint letter;
3. HOD provides the feedback to the students respecting the General Academic Regulations;
4. If the student is not satisfied, he/she addresses his/her complaint to the Dean of the Faculty who examines carefully his/her case and responds accordingly if possible. Otherwise, the complaint is submitted to the Deputy Vice- Chancellor for Academics and Research Affairs of ICK.

4. REVIEW

From time to time, ICK may bring changes to this Policy and relevant Guidelines to improve the effectiveness of its operation

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The present ICK Admission and Registration Policy is reviewed and approved by ICK Academic Senate in its ordinary meeting held on July 03, 2024.



Father Prof. Fidèle DUSHIMIMANA
Vice Chancellor of ICK and President of Academic Senate