



E-JUSTICE: STUDENTS' COMPLAINT MADE EASY

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INTRODUCTION

- e-Justice is an electronic complaint form for students to lodge their complaints pertaining any of the three matters, students against students, students against clubs or societies and club or society against another club or society. The system is initiated to replace the previous system so as to improve its visibility amongst students in higher institution. This study is significant to students' development and empowerment to be up to date with new technology and be mindful of the social nature of new breed students.



BASIS OF ESTABLISHMENT

Educational Institutions (Discipline) Act 1976 (ACT 174)

- **3(A)** - The Students' Affairs Officer, or the member of the staff or the board of members of the staff delegated with the functions, powers or duties under subsection (3), shall inform the student in writing of the grounds on which it is proposed to take action against him and shall afford him reasonable opportunity of being heard.
- **3(B)** - A student of an Institution shall have the right to be represented by a staff or another student of the Institution in any disciplinary proceedings taken against him.
- **3(C)** - A student of an Institution shall be allowed to make a written or an oral representation in any disciplinary proceedings taken against him.
- **3(D)** - The decision of the Students' Affairs Officer, the member of the staff or the board member of the staff, as the case may be, in any disciplinary proceedings taken against a student of an Institution shall be communicated in writing to the student within fourteen days of the date of the decision



SALIENT FEATURES OF TRIBUNAL KEADILAN MAHASISWA

Before the inception of Tribunal Keadilan Mahasiswa, any complaint regarding matters involving students are often dealt with at the university level, that is, through disciplinary proceedings. As a student, one must avoid any disciplinary actions taken against him as the result may tarnish the students' reputation as well as will hinder the students' opportunity for furthering studies, best students' awards and many more. Having such a system, there is still a loophole as to cases which does not qualify to be brought to disciplinary proceedings. More often, the issues involved are beyond residential college or club issues, or matters not directly handled by either the Students' Affairs Office or the Office of Academic Affairs.



EXAMPLES OF UNRESOLVED DISPUTES AMONGST STUDENTS

STUDENT VS STUDENT

A group of four students are given assignments by their lecturer. One of the members did not contribute in the discussion and finish the assignment. Other three members were not happy with the rider. They informed the matter to their lecturer but the lecturer asked for proof.

STUDENT VS CLUB

As club members, students need to pay clubs' fees as well as other agreed emoluments. In return, the club members will receive some merchandises, and some with higher positions are given prerogative over the others. New members of the club paid fees in return of promise for club merchandise. However, after two semesters, there are still nothing received by them.

CLUB VS CLUB

Club A rented a space owned by Club B to store their stuffs. Both parties agreed the rent should be RM300 for the period of 6 months. A year has passed, but Club A failed to pay the agreed rent and refused to vacate the premise.



SALIENT FEATURES OF E-JUSTICE

- With e-Justice, student complainant can easily scan the QR code or click on the link shared via text communication platform such as WhatsApp and Telegram and fill in the form online.



SOP FOR E-JUSTICE

1. Student lodge complaint via e-justice link
2. Complaint Unit receive the complaint & process the complaint
3. Case Management Unit assign Panels of Tribunal & consult Board of Directors to decide date of hearing
4. Secretary notify the parties the date of hearing & Parties to the case must come on the date of hearing
5. Panels give decision after hear both parties and shall be recorded
6. Records of decision is sent to Students' Affairs Office for endorsement
7. If involve money, Treasury Office is notified
8. Copy of decision shall be given to all parties & Complainant must fill in Response Form



BENEFITS OF E-JUSTICE

1. A better way to approach the students who are considered to be digital society and communicate through communications apps.
2. Increase awareness amongst students of their rights via promotions in the Tribunal Keadilan Mahasiswa Facebook and Instagram official account
3. e-Justice has a role as a mediator in students' dispute settlements through proper channel. Records of complaints as well as decisions are kept in the proper Tribunal Keadilan Mahasiswa register as a reference and for audit purposes
4. The decision of the tribunal is binding, recorded and affected by the Student Affairs Office. Failure to comply with the decision of the tribunal will affect students' clearance process upon graduation.



LIMITATION

1. The Tribunal's jurisdiction is restricted to students only and does not extend to outsiders.
2. The Tribunal is currently based and operated in Universiti Teknologi Mara Cawangan Terengganu Dungun campus. Even though the Tribunal extends the services to Bukit Besi and Kuala Terengganu campuses, its implementation is limited as the Board of Directors are all based in Dungun campus.
3. As the Tribunal is founded and implemented in Universiti Teknologi Mara Cawangan Terengganu only, its jurisdiction does not extend to student from other campuses, as well as other universities.



CONCLUSIONS

- e-Justice comes in handy that offer great assistance to students to make any complaint at any time according to their comfort and suitability of time.
- Proper alternative dispute resolution on campus is important to avoid matters being brought outside the perimeter of the campus.
- e-Justice is the first complaint channel used in UiTM Cawangan Terengganu, which is the copyright of Badan Keadilan Mahasiswa, UiTM Cawangan Terengganu and shall be registered under the Research Innovation Business Unit.