Discussion on the problems and improvement measures of "Handle the complaint immediately" in colleges and universities

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Abstract: The work of "handle the complaint immediately" can respond to the concerns of teachers and students to solve their appeals, improve the governance capacity and level of colleges and universities. It’s a strong guarantee of accelerate the high-quality development of higher education. In this paper, through checking the existing problems, analyzing the causes, proposing improvement measures, in order to improve the work efficiency of "handle the complaint immediately", enhance the effectiveness of education and the governance level constantly. Ultimately promoting high-quality development of higher education.

1. Introduction

"Handle the complaint immediately" is a service mechanism that provides rapid response, efficient handling, timely feedback and active governance. It is the appeal for consultation, help, complaint and report involves education, teaching, daily management and rear service proposed by teachers and students in colleges and universities. "Handle the complaint immediately" is one of the effective ways for colleges and universities to solve big problems through a simple way, also an important reflection of relying on, caring for and serving to the teachers and students. Colleges and universities insist on putting the people first, being student-centered. It’s an effective method to promote school governance. From the beginning of its operation, "handle the complaint immediately" has achieved certain results. But in practice, it still has many problems need to be solved. We should explore the improvement measures actively, improve the quality and efficiency for this work continually.

2. The working mechanism of "handle the complaint immediately"

According to the process, the working mechanism of "handle the complaint immediately" can be divided into four steps: Request acceptance; Request dispatch; Signing and receiving; Feedback inspection.

After receiving the appeals of teachers and students from the platform of "handle the complaint immediately", the appeal is distributed to relevant departments on the basis of the problem category. If there is no acceptance department suitably, the platform management personnel will manually transfer the appeal to the corresponding acceptance unit or deal with it directly. After receiving the appeal, the acceptance unit will reply to it within a limited time according to the appeal matters.

In order to ensure the timeliness of processing, the acceptance unit must handle the appeal according to its classification. The acceptance unit will reply to the claimant without delay if the appeal can be resolved immediately. If the appeal belongs to the range of responsibilities of relevant departments, and needs to be handled jointly, but can not reply in time, the acceptance unit will reply to the claimant within a limited time. If the appeal does not fall within the range of responsibilities the acceptance unit will inform the claimant and explain the reasons.

To ensure the quality of service, the acceptance unit will be included in the scope of supervision if under the following circumstances. Refusing to sign the work order within the range of responsibilities. The claimant has reported the same matter which is not been resolved repeatedly. Multiple claimants report the unresolved matters of the same type collectively. The claimant is still dissatisfied with the results by repeating processing. The matter resulting in a negative effect if failed to deal with it. Other circumstances requiring supervision.

The implementation of "handle the complaint immediately" ensures that the appeals of teachers and students are effectively addressed, greatly simplified various processes of request feedback, saves their waiting time, and improves the service efficiency. The move is in response to the concerns of teachers and students and solves their appeals, improves the governance capacity and governance level of colleges and universities, as well as a strong guarantee of accelerate the high-quality development of higher education.

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3. The basic type of event of "handle the complaint immediately"

There are several types of events of "handle the complaint immediately" accepted by colleges and universities.

3.1. Consulting events

Consulting events mainly involve consulting on teaching and research, educational management, campus activities, rear service, and other consultations. The majority of the claimants are students, who unable to understand or misinterpret the relevant policies implemented by the colleges and universities. These events that can be resolved through interpreting or communicating by the staff. There are also some consultations related to student studies, issuing certificates, and applying for supplementary materials. This type of event is not a problem in the implementation of relevant policies, but reflects that the colleges and universities have not fully publicized or explained the relevant policies in place, causing insufficient understanding among teachers and students. Consulting questions are prone to appear at relatively concentrated time nodes, such as the back-to-school season and the graduation season. Students are relatively concentrated in consulting on similar issues in these periods. In addition, there are also policy consultations for special periods, such as consultations on epidemic prevention and related policies during the epidemic prevention and control period.

3.2. Suggestion events

Suggestion events are suggestions from teachers and students regarding education, teaching, management, infrastructure, and other aspects. Some events reflect the areas where the colleges and universities need improvement in education, teaching, management, construction, and so on. Relevant departments need a wide range of opinions as an important part of future work for better performance of functions. Such events express a strong sense of ownership among teachers and students. They hope to participate in the construction and development of the colleges and universities together, and have a good promoting effect on improving departmental work.

3.3. Complaint events

Complaint events are mainly due to the problems in the communication between the claimants and the colleges and universities. Besides, inadequate explanations from relevant staff or their poor service attitude contribute to a greater volume of complaints. This leads to dissatisfaction among the claimants with the management, service level, and related staff. Most of these events are closely related to the lives of teachers and students, including matters with the construction of infrastructure, delayed maintenance of facilities, poor attitude of relevant staff, quality and price issues with canteen meals, etc.

4. Existing problems

4.1. The claimants have a deviation in their understanding of the concept of "handle the complaint immediately", resulting in a low satisfaction

From the perspective of appeal analysis, most of the appeals are due to the claimant's lack of understanding for related policies, management and service level. These events are owing to the claimant can't fully understand the relevant policies and refuse to enforce policy. They may feel that there are problems with the management implemented by the colleges and universities, such as poor service levels, untimely maintenance of facilities and so on. Relevant staff explained to the claimant in accordance with relevant policies and work content. However, some claimants still express their lack of understanding, resulting in unsatisfactory evaluations during the service evaluation process.

4.2. Insufficient analysis, summary and rectification work by staff

The work of "handle the complaint immediately" is just carried out. Some staff cannot properly deal with problems due to inadequate interpretation of policies or incomplete grasp of business. Some colleges and universities have established working mechanism, process, feedback and supervision when carrying out the work of "handle the complaint immediately". However, some departments have not established a perfect working mechanism in the implementation. After handling the appeals, they cannot timely analyze the root cause of the problem and carry out summary and rectification work, nor can they timely analyze the shortcomings in the work and formulate corresponding rectification measures. At the same time, when repeated problems occur, the work is not improved and innovated, leading to the occurrence of the same requests.

4.3. The working mechanism needs to be further improved

Establish an information reporting and reporting system and strengthen the assessment and evaluation mechanism.

Weekly summary. Each department should make statistics of the events every week, sort out the appeals of teachers and students, summarize the problems and improve the work.

Monthly notification. Organize event problems every month, analyze prominent and concentrated problems, analyze causes and root causes, summarize such events, improve the corresponding work, and provide suggestions for future work.

Explored and establish scientific evaluation methods
including "timeliness rate", "resolution rate" and "satisfaction". Summarize the assessment and evaluation of all departments monthly, and report at the end of the year. Include performance in the annual assessment of relevant department heads.

5. Improvement measures and suggestions

5.1. Adhere to the people first, respond to the concerns of teachers and students earnestly

In most cases, the appeal of "handle the complaint immediately" involves students' study, life and other matters. It's a small thing for colleges and universities, but a big thing for students. Dealing with these events is helpful to increase the happiness and satisfaction of teachers and students.

Colleges and universities should focus on the issues of common concern to teachers and students. Use the platform to carry out investigation and research, and encourage them to actively put forward opinions and suggestions that can promote the reform and development of the colleges and universities. Comprehensively grasp the common appeals of teachers and students, timely resolve various conflicts, can reduce risks and hidden dangers. From the perspective of teachers and students, constantly summarize, improve and innovate the work, to improve the efficiency of work, can enhance the satisfaction and happiness of teachers and students.

5.2. Strengthen team construction and business training, improve the quality of appeal handling effectively

The appeals of teachers and students mainly have specific time and situation. For example, during the postgraduate entrance examination and employment period, the problems are relatively concentrated. Specialized personnel with strong political quality, skilled professional ability and strong sense of service are selected to supervise, aggregate data, analysis and assessment the work.

Each department should strengthen the construction of the staff of "handle the complaint immediately", especially counselors, class teachers and so on. Carry out special training according to the key and difficult problems in the process of work. Interpretation and analysis of relevant policies, timely intervention and relief for students' appeals and problems. Continuously improve staff policy level, operational capability and service awareness. Improve the quality and efficiency of "handle the complaint immediately".

At the same time, strengthen the communication with students and their parents to understand the students' situation in a comprehensive way. Summarize experience and improve methods in time, strengthen the educational management of students. To ensure that students can understand and support the work of the colleges and universities, and growing up in a harmonious environment.

5.3. Deepen the proactive governance and handle in advance

To carry out the "handle the complaint immediately" work as an opportunity, use the platform data to sort out the universal and common problems reported by teachers and students regularly. Analyze the work blind spots, and evaluate the needs of teachers and students.

Take the initiative to ensure that students can understand and support the decision-making of colleges and universities, and grow in a harmonious environment. Comprehensively promote the service forward to address the concerns of teachers and students from the source. Promote turning in "Deepen the proactive governance and handle in advance".

At the same time, it is possible to build a platform knowledge base and use technological means to achieve "intelligent response" to hot issues. We should make full use of the platform to conduct investigations and research, and find ways to encourage teachers and students to actively put forward opinions and suggestions. It can produce promoting effect on the reform and development of the colleges and universities. In addition, we should study timely, pay attention to absorption good suggestions. By rewarding the good suggestions, enhancing the enthusiasm of teachers and students to offer advice and suggestions, creating a good atmosphere to become builders and masters of the colleges and universities.

5.4. Improve the assessment and evaluation mechanism to improve the quality of request handling

Establishing the assessment and evaluation mechanism using the platform of "handle the complaint immediately". An analysis of assessment and evaluation for each unit monthly, and sorting out at the end of the year. Incorporate the handling of appeals into the assessment of relevant functional departments, service units, and staff. Ensure the effectiveness of "handle the complaint immediately" work.

Immediate acceptance, timely response, and limited time handling of appeals reported by teachers and students. Leaders, relevant department heads and supervisors are responsible for hierarchical management, real-time supervision, and supervising the resolution of problems.

We must insist on the principle of seeking truth, implement the responsibilities of all parties according to their responsibilities and authorities, and take on all responsibilities. Neither can we shift the responsibility, nor can we do everything privately. For those appeals that can be resolved in the short term, it is necessary to resolve as soon as possible. For those that require the long-term to be resolved, a timetable and road map should be established, and feedback should be provided...
to teachers and students periodically. For those that within the scope of responsibility but cannot be solved, we should explain clearly to teachers and students, and make them understand the reasons.

6. Conclusions

The work of "handle the complaint immediately" is an important manifestation of colleges and universities relying on teachers and students. Caring for them and serving them, also a practical test of the sense of purpose, responsibility, and service in the higher education system. Colleges and universities should fully recognize the importance and necessity of "handle the complaint immediately" work.

To comprehensively grasp the common appeals of teachers and students, quickly come up with corresponding solutions and measures, and effectively solve the "urgent, difficult, and anxious" problems for teachers and students.Integrating education and management into services, continuously enhancing the effectiveness of education and governance, and promoting the high-quality development of higher education. Only by treating the small matters of teachers and students as colleges and universities’ major concern, can we effectively solve the appeals of the teachers and students, and improve their sense of gain, happiness, and security.

References