Shakawiyat al-Talab wal-Talabat

Policy Statement:

- All complaints received by any member of academic or administrative staff must be taken seriously and all attempts will be made to resolve the matter without undue delay.
- All complaints received from students should be treated with the utmost

Note: This policy does not cover academic appeals, which are dealt with in the “Student Academic Appeals Policy”.

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- All complaints received from students should be treated with the utmost
confidentiality, sensitivity and in a fair and impartial manner.

- Students shall not be penalized or discriminated against as a result of filing a complaint, but any complaints made by the student must be genuine.
- Students are encouraged to talk directly with the person or department concerned or responsible and resolve the issue with them first. A formal complaint may be filed should attempts at resolving the issue proved a failure.

Types of grievances:
Concerns and grievances that may arise normally include, but are not limited to, the following:

- Dissatisfaction with an aspect of the program or teaching within it
- Dissatisfaction with the Academic supervisor assigned
- Dissatisfaction with any academic or non-academic services the DI provides

Filing a complaint:
- If the student still remains dissatisfied after an “informal” attempt at resolving the issue, a formal complaint can be made through the Department of Enrollment and Student Affairs to the respective Dean. The Department of Enrollment and Student Affairs makes a record of the complaint and ensures it is accompanied, wherever possible, with relevant supporting documentation or other evidence. Evidence also normally includes attempts (or failed attempts) at resolving the issue informally (e.g. emails/correspondence with parties concerned).
- The Dean of the respective school will investigate the complaint further and depending on the nature of the complaint, may appoint another
member of the academic and administrative staff. The Dean may also decide whether there is a necessity of escalating to the Provost.

- If the Dean is the subject of the complaint, then the complaint will be escalated directly to the Provost.

- Students may be invited to a meeting with the Dean (or Provost) to discuss the complaint in further detail, along with the parties concerned.

- The Dean (or Provost) will take necessary actions to resolve the issue and the student will be informed of the outcome of the complaint within two weeks of filing the complaint.

- All proceedings of meetings and any documentation must be filed in the student's file.

Last Updated: October 2015