



DOHA INSTITUTE  
FOR GRADUATE STUDIES

Academic Policies

## Student Complaints and Grievances

<b>Version</b>	<b>Title</b>	<b>Date Produced</b>	<b>Produced by</b>
1.0	Student Complaints and Grievances	October, 2015	Dean of Student Affairs
<b>Revision Date</b>	<b>Revised by</b>	<b>Date Adopted</b>	<b>Adopted by</b>
October, 2015	Rev. 1: Dean of Student Affairs	October, 2015	Board of Trustees, Doha Institute for Graduate Studies (conditional on amendment)
October, 2015	Rev. 2: Office of the Dean for Student Affairs	October, 2015	Revisions and edits applied. Policy approved and adopted for implementation

**Contents**

Introduction: ..... 3  
Policy Statement: ..... 3  
Types of grievances:..... 3  
Filing a complaint:..... 3

## **Introduction:**

The DI is committed to ensuring that its students have the most pleasant experience throughout their studies and that they are comfortable with reaching out to faculty and staff should they have any grievances and feel the need to complain about an aspect of their life and studies at the DI. This will help ensure the DI continuously improves the quality of the services provided to students.

Filing a complaint is the right of every student at the DI. This policy explains the types of grievances students may feel the need to complain about, or bring to the attention of faculty and staff, and the mechanism of dealing with such complaints.

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

## **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 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

**Student Complaints and Grievances – Academic Policies ( 3 )**

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.