



**Title:** Student Complaints and Grievance Policy

**Code:** GU-PL27SCG

**Version:** 3.1

**Date of Issue:** 2023

**Effective Date:** July 2023

**Approval Authority:** Board of Trustees

**Document Owner:** Vice President for Academic Affairs

**Review:** The policy is subject to a periodic review every 4 years or in a shorter cycle as per amendments of regulations and policies



## 1. Purpose

The purpose of this document is to describe student complaints and grievance at Gulf University.

It details principles to accomplish honesty, respect, trust and fairness amongst students and staff at the University.

## 2. Scope

The document applies to all students at Gulf University. It is concerned with complaints and grievances submitted by students with regard to the followings:

- students complaints related to University's services provided for them.
- students complaints of arbitrary and ill-treated by member of academic and/or administrative staff.
- interpersonal conflict with another student(s).
- decisions issued by one of the University Departments or Councils (except the University Council).
- substantive decisions made in complaints from students.

## 3. Acronyms

<b>BQA</b>	Education and Training Quality Authority
<b>GU</b>	Gulf University
<b>HEC</b>	Higher Education Council

## 4. Definitions

**Complaint:** A formal statement of dissatisfaction with a particular situation, made by a student arising from an action of other students, academic and administrative staff members that adversely affects the status or rights of the student.

**Grievance:** A formal statement of dissatisfaction made by a student related to a disciplinary action taken against the student or decisions issued by one of the University Departments or Councils (except the University Council).

**Student:** A student is an individual who has completed the formal procedures necessary to register in a program offered by Gulf University.

## 5. Policy Statement

- 5.1 Gulf University expects students enrolled in the University to demonstrate the highest standards of personal integrity and to conduct themselves as professionals.
- 5.2 Gulf University ensures students expectation of faculty and staff members to apply principles of honesty, respect, trust and fairness, that characterize the academic community.
- 5.3 Gulf University is committed to taking students' complaints and grievances concerning the University services, academic and administrative staff members or students seriously.
- 5.4 Gulf University is committed to address any complaint raised by students in relation to administrative decision including but not limited to: decisions by administrative staff, implementation of university policies and procedures, services, resources, misconduct of fellow student and staff.
- 5.5 Gulf University provides students with opportunity to appeal decisions made with respect to their complaints or disciplinary decisions issued against them.
- 5.6 Gulf University ensures that students making a complaint is not disadvantaged simply by virtue of making compliant.

## 6. Responsibilities

### **Students are responsible for:**

- following this document appropriately.

### **Faculty members are responsible for:**

- appropriate implementation of this document.

### **Unit of Student Services is responsible for:**

- ensuring that all students are fully informed of this document.
- appropriate implementation of this document.

### **Heads of Departments are responsible for:**

- ensuring that all faculty members and students are fully informed of this document.
- appropriate implementation of this document.

**Deans are responsible for:**

- appropriate implementation of this document.

**University Policy Development and Review Committee is responsible for:**

- systematic review of the effectiveness of this policy.

## **7. Related Policies**

- No related Policies

## **8. Related Procedures**

- Students Complaints and Grievance Procedures

## **9. Related References**

<b>BQA</b>	Institutional Review Handbook
<b>BQA</b>	National Qualifications Framework Handbook
<b>HEC</b>	Institutional Accreditation Standards Handbook