



Title: Student Complaints, Grievance, and Appeal Procedures

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Review: The procedures are subject to periodic reviews as per amendments of university policies and regulations.

1. Purpose

The purpose of this document is to describe students' complaints, grievance, and appeal procedures 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 related to the followings:

- The University's services provided for them.
- The arbitrary and ill-treated by members of academic and/or administrative staff.
- The interpersonal conflict with another student(s).

Also, the document is concerned with appeals submitted by students related to the followings:

- decisions issued by one of the disciplinary authorities or councils (except the University Council).
- substantive decisions made in complaints from students.

3. Acronyms

BQA	Education and Training Quality Authority
GU	Gulf University
HEC	Higher Education Council

4. Definitions

Appeal: A formal request made by a student for reconsideration of a disciplinary decision or action taken against him/her.

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 relating to problems or concerns that the student encounters at the university.

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

5. Procedure Details

5.1. Students' Complaints and Grievances:

- 5.1.1 The student shall submit a written complaint/grievance either to the Head of Department/Unit or Dean, where the complaint/grievance works, within a period not exceeding 2 weeks from the date of the incident.
- 5.1.2 The Head of Department/Unit or Dean shall send a copy to the subject of the complaint/grievance within a period not exceeding three days, who must respond within a period not exceeding one week from the date of receipt of the complaint.
- 5.1.3 The relevant Head of Department/Unit or Dean shall set a date to consider the complaint/grievance in no more than fifteen days from the date of submission and notify both parties.
- 5.1.4 The Head of Department/Unit or Dean shall examine the complaint/grievance before the date of its consideration, shall ask either one or both parties it deems necessary, and shall call any person that is appropriate to be heard.
- 5.1.5 The Head of Department/Unit or Dean shall issue a decision on the complaint/grievance in a period not exceeding 30 days from the date of its submission.
- 5.1.6 The Head of Department/Unit or Dean shall reject the complaint/grievance if the necessary procedures are not followed.
- 5.1.7 The Head of Department/Unit or Dean shall reject the complaint/grievance if it lacks seriousness or lacks evidence to prove the incident. In such cases, the reasons for rejection must be provided.
- 5.1.8 If the complaint/grievance is found malicious and the student committed misconduct (in accordance with the regulations of the University), the Head of Department/Unit or Dean shall deal with the case according to "Students Conduct and Discipline Procedures GU-PR28SCDIS".
- 5.1.9 The final decision on the complaint/grievance shall be announced at the relevant Department/Unit or College no later than one week from its issue.
- 5.1.10 The student shall have the right to appeal decisions as per Article (5.2) of this document.
- 5.1.11 If the complaint/grievance is against a staff member, the Head of Department/Unit or Dean shall deal with the case according to "Staff Disciplinary Procedures (GU-PR31SD)".

5.2 Students Appeal:

- 5.2.1 Students Appeal Committee:
President of University shall compose annually the "Students Appeal Committee". The Committee shall be chaired by a faculty member and constitutes one faculty member and one staff member from the Unit of Students Services.

- 5.2.2 Student shall submit a written appeal within (10) workdays from the date of receiving the decision that aggrieved him/her, to “Student Appeal Committee” through the Unit of Student Services regarding the following matters:
- decisions issued by one of the disciplinary authorities or councils (except the University Council).
 - substantive decisions made in complaints from students.
- 5.2.3 The Chair of the Committee shall send a copy of the appeal to the other party (source of the decision) within three days, who shall respond in no more than one week from the date of receiving the copy of the grievance.
- 5.2.4 The Chair of the Committee shall set a date for the consideration of the grievance, which shall not exceed 15 days from the date of its submission and shall notify both parties.
- 5.2.5 The Committee shall examine the appeal before the date of its consideration, shall ask either one or both parties it deems necessary, and shall call any person that is appropriate to be heard.
- 5.2.6 The Committee shall issue its recommendations for the appeal in a period not exceeding 30 days from the date of submission.
- 5.2.7 The Committee shall send recommendations for appeal on decisions (except the decisions issued by the President of the University) to the President for approval or taking the decision he deems appropriate based on the outcomes of the investigations made. The decision of the President of the University in this regard shall be final.
- 5.2.8 The Committee shall send recommendations for appeal on decisions issued by the President to University Council for approval or taking the decision deems appropriate, and this decision shall be final and irrevocable.
- 5.2.9 The Committee shall reject the appeal if the necessary procedures are not followed.
- 5.2.10 The Committee shall reject the appeal if it found to be not serious, in such cases, the reasons for rejection must be provided and the decision becomes final after the ratification by the President of the University.
- 5.2.11 The final decision on the appeal shall be announced at the Unit of Student Services no later than one week from its issue.

6. Responsibilities

Students are responsible for:

- Following this document appropriately.

Academic and administrative staff members are responsible for:

- Following this document appropriately.

Students Appeal Committee is responsible for:

- Appropriate implementation of this document.

Unit of Students 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.

Vice President for Academic Affairs is responsible for:

- Appropriate implementation of this document.

University Policy Development and Review Committee is responsible for:

- Systematic review of the effectiveness of this document.

7. Related Policies

- Students Complaints and Grievance Policy

8. Related Procedures

- Staff Disciplinary Procedures
- Students Conduct and Discipline Procedures

9. Related References

BQA	Institutional Review Handbook
BQA	Programs-within-College Review Handbook