

Complaints, Appeals and Grievance (student) Policy

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| Approval Date: | XX/YY/2023 |
| Implementation Date: | XX/YY/2023 |
| Revision Date: | XX/YY/2023 |
| Policy Owner: | Deanship of Students Affairs |

1. Purpose

UBT is committed to provide its students with fair, equitable, and transparent learning environment. The purpose of this policy is to provide a fair and transparent process for students enrolled at UBT to raise and address concerns related to academic and non-academic matters, administrative decisions or any other issues affecting their academic journey. It ensures that students complaints, grievances and appeals are addressed properly and with due consideration to the rights and interests of all parties involved.

2. Scope

This policy applies to all students currently enrolled at UBT in all its campuses and branches, irrespective of their academic programs or level of study. It is also related to academic and non-academic complaints, appeal and grievance processes.

3. Definitions & Acronyms

3.1. Definitions

| Term | Definition |
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| Complaint | A complaint can be any act, treatment, behavior or state which a student perceives as unfair or unjust. It can be oral or written. |
| Complaint-Academic | It covers the type of complaint that is related the students' teaching and learning journey. |
| Complaint-Non-academic | It covers the type of complaint that are outside the students' teaching and learning journey. |
| Complainant | The student who file a complaint |
| Grievance | A grievance refers to the legitimate and official complaint made by a student, regarding unjustified treatment, concerning any faced of their study journey. |
| Grievance-Academic | It covers the type of grievance that is related the students' teaching and learning journey. |
| Grievance-Non-Academic | It covers the type of grievance that are outside the students' teaching and learning journey. |
| Aggrieved | The student who file a grievance |
| Appeal | It is the process in which cases are reviewed by an authority, where parties request a formal change to an official decision. |

3.2. Acronyms

| Acronym | Term |
|---------|------------------------------|
| DSA | Deanship of Students Affairs |

4. Responsibilities

4.1. The Deanship of Students Affairs is responsible of overseeing the implementation of this policy.

5. Policy Principles

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- **Fairness:** All complaints, appeal and grievances will be handled with fairness, impartially, and without any kind of prejudice.
 - **Confidentiality:** The university will treat all information related to complaints and grievances with strict confidentiality, in line with

applicable laws and regulations.

- **Accessibility and communication:** The process for submitting complaints, appeal and grievances is accessible and well-communicated to all students.
- **Timeliness:** The University will strive to resolve complaints and grievances in a timely manner in order to avoid any unnecessary delays.
- **Records keeping:** The records of all complaints, appeals and grievances as well as their resolutions will be maintained securely and separately from the students' academic records/

6. Policy Statement

6.1. Students' complaints:

6.1.1. **Informal complaint:** Students are encouraged to resolve minor issues informally by discussing concerns with the relevant faculty members, academic advisor, or the administrative staff in their college. If the issue remains unsolved after the informal discussion, the student may proceed to file a formal complaint.

6.1.2. **Formal complaints:**

- A formal complaint must be submitted, within 30 days from the incident, in writing using the university's designed complaint form, through an online system. or an official email addressed to the Deanship of Students Affairs.
- The complaint should include a clear description of the issue, supporting evidence (if applicable), and desired resolution. The complaint should include the following:
 - Type of the complaint: academic or non-academic.
 - Personal information: Full name, student ID number, College name, telephone number, email address, etc.
 - Complaint subject and description
 - If necessary, the other parties involved in the complaint.
 - Previous steps undertaken to solve the issue.
 - The desired resolution
 - Any other relevant information.

- The Deanship of Students Affairs will acknowledge the receipt of the complaint. Incomplete complaints file is not considered.
- At UBT, there are two types of complaints: Academic complaints (including the complaints about the grade) and non-academic. After analyzing the complaint by the Deanship of Students Affairs, the academic complaints will be submitted to the head of the academic entity (Vice Dean of Academic Affairs at the college). The non-academic complaints will be submitted to the relevant entity).
- The investigation will be conducted by an impartial Students complaint/grievance committee appointed by the relevant entity (Vice Dean of Academic Affairs at the college for the academic complaints and another entity for non-academic complaints) (UBT to clarify whom they prefer to have such authority).
- After the investigation, the complaint/grievance committee will communicate its findings and recommendations to the appropriate authority depending on the appeal case (Deanship of student affairs, Admission and Registration, College Deanship) for further action within 60 days from the reception of the complaints.
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6.2. Students' grievances: A grievance typically deals with major issues and involves a more formal and structured process to address broader study place-related concerns or policy breaches and regulations violations. The following characteristics distinguish a grievance from a complaint:

- **Complexity:** Grievances are often more complex in nature due to their potential to impact the overall studying environment, student morale, and relationships.
- **Formal expression:** A grievance involves a formal and structured expression of dissatisfaction or concern about the study conditions, treatment, or study place-related matters.
- **Violation of policies and regulations:** Grievances often pertain to violations of policies, procedures, agreements, or legal rights within the university.
- **Formal process:** Addressing grievances typically involves a formal process with defined steps of submission, investigation, and resolution.
- **Severity:** Grievances tend to be more serious and may have implications for legal compliance, student rights and organizational

reputation

- **6.2.1. Filing a grievance:**

- The student can file a grievance, within 30 days from the incident, using the designated grievance form, through an official email address to the Deanship of Students Affairs in case of non-academic grievance).
- The grievance should include a detailed description of the alleged injustice or violation, supporting evidence (if applicable), and the desired resolution. The grievance should include at least the following:
 - Type of grievance: Academic or non-academic
 - Personal information: Full name, student ID number, College name, telephone number, email address, etc.
 - Grievance subject and description
 - Previous steps undertaken to solve the issue.
 - The desired resolution (if applicable)
 - Any other relevant information.
- The Deanship of Students Affairs will acknowledge the receipt of the grievance. Incomplete complaints file is not considered.
- At UBT, there are two types of grievances: Academic grievances (including the grievances about the grade) and non-academic. After analyzing the grievance by the Deanship of Students Affairs, the academic grievances will be submitted to the head of the academic entity (Vice Dean of Academic Affairs at the college). The non-academic grievances will be submitted to the relevant entity).

- **6.2.2. The investigation and revolution:**

- The investigation will be conducted by an impartial complaint/grievance committee appointed by the relevant entity (Vice Dean of Academic Affairs at the college for the academic grievances and other entity for non-academic grievances) (UBT to clarify whom they prefer to have such authority).
- The Complaints/Grievance committee will investigate the matter and propose the appropriate resolutions. The committee recommendation is submitted to the Vice Dean of Academic affairs for final decision in case of academic related case and to the Deanship of student affairs in case of non-academic related case.

- In some cases, a formal hearing may be conducted. During hearing, the student presenting the complaint/grievance as well as any relevant witnesses may present their accounts.
- The decision of the complaint/grievance committee will be binding. However, students may wish to proceed with an appeal (please see section 6.3).
- **6.2.3. The resolution communication:**
 - The final complaint/grievance decision will be communicated to the student in writing within 60 days from the reception of the grievance.

6.3. Students appeal: At UBT, students have the right to appeal. UBT has two type of appeal, academic and non-academic.

- **6.3.1. Type of appeal:**
 - Academic appeal: It is an appeal against academic decisions such as grade appeal, academic misconduct allegations, or any other decision related to academic progression.
 - Non-Academic appeal: It is an appeal against a non-academic decision, including disciplinary actions, financial aid decisions, or any other administrative matters affecting the student's status at the university.
- **6.3.2. The appeal process:**
 - The appeal process and requirements will be communicated in writing to the student by the deanship of Students Affairs at UBT.
 - a. **Filing:** If the student is dissatisfied with the resolution, they may file an appeal with the President Office within 30 days, providing the reasons for the appeal. The appeal should clearly state the grounds for the appeal and include any supporting evidence. The appeal must be submitted in writing using the designated appeal form or through an official email addressed to the President office.
 - b. **Review:** The President Office will review the case, including the original complaint/grievance, investigation, and resolution steps. Additional information may be requested if

necessary. The President will nominate an appeal committee for the same.

c. **Decision:** The President Office will issue a final decision and submit it to the Deanship of Student Affairs. The final decision will be communicated formally to the concerned student within 60 days from the appeal date via the Deanship of Students Affairs. The appeal decision is final and binding.

6.4. Malicious complaints and grievances: If the complaint or grievance is false or malicious, the student who has filled the grievance will be referred to the Student Disciplinary council for further actions.

6.5. Documentation and records: All documents related to the process of complaints, grievance and appeal are maintained confidentially and securely by the Deanship of Students Affairs in the student file, with appropriate access management and limitation, ensuring compliance with data protection regulations.

7. Related Documents

This include the following: (in hierarchical order) , legislation, policies, other procedures and standards, guidelines, forms and other useful resources

| Document No. | Document Name | Document Type | Location |
|--------------|---|---------------|----------|
| UBT-28 | Student Appeals | Policy | Internal |
| Xxx | Student Affairs Department Handbook | Handbook | Internal |
| Xxx | Students complain and grievance guideline (دليل الشكاوي و التظلمات) | Guideline | Internal |
| Xxx | Students obligations terms and conditions (Student Charter) | Charter | Internal |
| Xxx | ميثاق الطالب الجامعي: الحقوق و الواجبات | Charter | Internal |

8. Version Control & Revision History

| Version control | Date released | Approved by | Summary of changes |
|-----------------|---------------|-------------|--------------------|
| Version 1.0 | 03/08/2023 | | |
| Version 2 | 24/08/2023 | | |
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9. Approvals

[Council/Board] [Chair Name][Signature] [Date]

[Council/Board] [Chair Name][Signature] [Date]