

## DAU 5-9 Student Complaints/Appeals Policy

Policy Code	Policy Name		
DAU 5-9	Student Complaints/Appeals Policy		
Responsible Executive	Current Revision Date	Next Revision Date	
DAU Colleges	10/2023	10/2027	

### 1. Policy Purpose

To ensure that student complaints/appeals are dealt with in a consistent and effective manner.

### 2. Policy Scope

DAU applies this policy to all students in DAU colleges, both undergraduate and postgraduate students.

### 3. Policy Statement

This policy is related to the DAU student's dissatisfaction with the standard of service provided by or on behalf of the DAU. In addition to students' right to appeal any of the Academic Disciplinary Committee decisions.

### 4. Policy Procedure

#### The Student Complaint Procedures:

- The student shall initiate the ([Student Complaint Form.docx](#)) and forward it to the Academic Advisor.
- The Academic Advisor shall acknowledge receipt of the Student Complaint and attempt to resolve it internally.
- If the complaint is resolved internally, the Academic Advisor shall complete the form and return it to the student. A copy shall be sent to the Student Affairs Office. Deanship of Admission, Registration, and Students Affairs.
- Complaints that cannot be resolved internally shall be sent to the Head of Department (HoD), who shall assign them to a competent member of staff for resolution.
- The person responsible shall investigate the complaint and complete the Student Complaint form then return it to the HoD.
- If the complaint is solved, the form will be completed and submitted to the HoD. The HoDs will approve the response and forward it to the Dean or his/her nominee.
- The Dean, or his nominee, shall return the Student Complaint to the student with a copy to the Deanship of Admission, Registration, and Student Affairs (if needed).

#### Appeals Against Disciplinary Action

- Students who want to appeal against sanctions imposed through DAU's disciplinary process shall initiate the Student Complaint Form ([Student Complaint Form.docx](#)) and forward it to the College Vice Dean.
- The Vice Dean shall forward the form to the Deanship of Admission, Registration, and Student Affairs with a copy to the College Dean.
- The Dean of Admission, Registration, and Student Affairs shall chair an ad-hoc committee consisting of the College Vice Dean and other relevant members of staff.
- The student may attend the meeting of this committee and/or be represented by a nominated (in writing) person.
- In all instances the outcome of the appeal shall be communicated to the student.

### 5. Related Policies/ Documents/ Forms

[Student Complaint Form.docx](#)

DAU 5-11 Students Rights and Responsibilities Policy

**6. Document History**

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	2017	1 <sup>st</sup> issue of the policy
2	10/2023	A comprehensive change in the policy