

**Classification:** Student Affairs

**Approving Authority:** President

**Responsible Authority:** Vice President of Academic Affairs

Vice President of Enrollment Services & Student Affairs

**Implementing Authority:** Deans, Office of Student Affairs

**Effective Date:** December 2025

**Review:** November 2026

## ***Student Concerns and Complaints - Policy & Procedures***

### **1.0 Purpose**

- 1.1 AUIB is committed to fostering a positive and supportive learning environment for all students. We recognize the importance of addressing student concerns and complaints promptly, fairly, and transparently. This policy outlines procedures for students to raise concerns and submit complaints, as well as the university's commitment to addressing and resolving these matters.

### **2.0 Scope**

- 2.1 This policy applies to all students enrolled at AUIB regardless of their level of study. It covers concerns and complaints related to academic matters, administrative issues, student services, interpersonal conflicts, and any other issues affecting the student's experience.

### **3.0 Definitions**

- 3.1 Academic complaint - an academic complaint pertains to issues related to matters such as coursework, grading, teaching methods, curriculum, and other aspects directly related to the educational process. Academic complaints include disagreements about grades, evaluation methods, conduct of instructors, clarity in course materials, or any other concerns that affect the learning experience and academic progress of students.
- 3.2 Formal complaint - a written complaint filed by a student regarding a specific situation/interaction.
- 3.3 Informal Complaint - an expression of dissatisfaction raised by a student (or group of students) against a service, facility, or the academic provision of the University.
- 3.4 Non-Academic complaint - a non-academic complaint involves concerns that are not directly related to the academic aspects of an educational institution. These complaints involve administrative matters, student conduct, campus facilities, safety, harassment, discrimination, interpersonal conflicts, housing, financial issues, and more. Non-academic complaints encompass a wide range of issues that impact the overall well-being, environment, and experiences of students and staff within the institution.
- 3.5 Resolution - written response from the university to a student(s) who file formal complaints, required for all formal complaints.
- 3.6 Student Conduct Referral - a concern or complaint.
- 3.7 Appeal – a formal request by a student for a higher authority to reevaluate a decision about a complaint, based on new evidence, procedural concerns, or perceived unfairness of the initial resolution.

### **4.0 Policy**

- 4.1 The process for raising concerns and submitting complaints is accessible to all students.
- 4.2 Concerns and complaints will be treated fairly and impartially, with a commitment to due process and confidentiality.
- 4.3 The university will resolve concerns and complaints in a timely manner, providing regular updates to the parties involved.



- 4.4 Students will be kept informed about the progress of their concerns and complaints and the steps being taken to address them.
- 4.5 Students may raise concerns and submit complaints using the following methods:
  - 4.5.1 Students encouraged to attempt to resolve their concerns through informal discussions with relevant faculty, staff, or administration, except in cases where direct resolution may not be appropriate or safe (e.g. harassment, discrimination). Many issues can be resolved through open communication and collaboration.
  - 4.5.2 If an issue cannot be resolved informally, students may submit a formal written complaint to the Department Chair/College Dean (for academic matters) or Student Affairs (non-academic matters). The complaint should include details of the issue, relevant evidence, and the sought resolution.
- 4.6 The Student Affairs Office (non-Academic), or the Chairperson/Dean of the College offering the course (Academic), acknowledges receipt of the formal complaint within 5 business days.
  - 4.6.1 Any appeal must include new evidence or reasons why the initial resolution was inappropriate.
  - 4.6.2 The Vice President of Academic Affairs (academic appeals) or the Vice President of Enrollment Services & Student Affairs (non-academic appeals) will review the appeal and settle the matter.
- 4.7 All information related to student concerns and complaints will be handled with confidentiality in accordance with relevant laws and university policies.
- 4.8 The university prohibits retaliation against students who raise concerns in good faith. Any retaliation will be subject to disciplinary action. If the complaint was proven not in good faith, the student is subject to face disciplinary action.
- 4.9 Colleges and Student Affairs (non-academic) maintain records of all student concerns and complaints, including the nature of the issue, the resolution process, and the outcome. Summary reports of complaints and trends will be shared with senior leadership (e.g., Deans Council, Institutional Effectiveness Office) to inform institutional planning and continuous improvement.

## **5.0 Procedures**

- 5.1 The Office of Student Affairs advises students on all steps of the process and deals with formal non-academic complaints.
- 5.2 College deans/Department Chairs deal with academic complaints.
- 5.3 The Vice President of Academic Affairs is responsible for appeals related academic matters and the Vice President of Enrollment Services & Student Affairs is responsible for appeals related to non-academic matters.
- 5.4 Students initially are required to attempt to resolve their concerns through informal discussions with relevant faculty, staff, or administration. Many issues can be resolved through open communication and collaboration.
- 5.5 If an issue cannot be resolved informally, students may submit a formal written complaint to the (non-Academic), or the Dean of the College offering the course (Academic).
  - 5.5.2 A formal complaint should include:
    - Detailed description of the concern or complaint.
    - Relevant evidence, documents, or information.
    - Desired resolution or outcome.



- 5.5.3 Complainants must submit the formal complaint via email to the Office of Student Affairs for non-Academic or to the Chairperson/Dean of the College offering the course for Academic matters.
- 5.6 The Office of Student Affairs (non-Academic), or the Chairperson/Dean of the College offering the course (Academic), acknowledges receipt of the formal complaint within 5 (5) business days:
- 5.6.1 The acknowledgment will outline the anticipated timeline for the investigation process and inform the student of their right to appeal if unresolved.
- 5.6.2 The Office of Student Affairs (non-Academic), or the Chairperson/Dean of the College offering the course (Academic) will assign a designated investigator or panel to impartially review the complaint.
- 5.6.3 The investigator(s) will gather relevant information, interview involved parties and examine supporting evidence.
- 5.6.4 The investigation will be conducted in accordance with the principles of fairness, confidentiality, and due process.
- 5.7 Based on the investigation, the investigator(s) will recommend a fair and appropriate resolution to the Office of Student Affairs (non-Academic), or the Chairperson/Dean of the College offering the course (Academic).
- 5.7.1 Resolution may involve corrective actions, policy adjustments, or other measures deemed necessary.
- 5.7.2 Any resolution must be approved by the Student Affairs Office (non-Academic), or the Chairperson/Dean of the College offering the course (Academic).
- 5.8 The Office of Student Affairs (non-Academic), or the Dean of the College offering the course (Academic), will communicate the resolution to the student in writing. The communication will include:
- Detailed explanation of the decision and its rationale.
  - Steps being taken to address the concern or complaint.
  - Information about any changes or actions to be implemented.
- 5.9 If any party is dissatisfied with the resolution, they may submit an appeal within 15 business days of receiving the resolution communication.
- 5.9.1 The appeal must include:
- Reasons for the appeal.
  - Any new evidence or information not previously considered.
  - Arguments for why the initial resolution was inappropriate.
- 5.9.2 Appeals should be submitted to the Office of the Vice President Academic Affairs (academic matters) or the Office of the Vice President Enrollment Services & Student Affairs (non-academic matters).
- 5.9.3 The decision of the Office of the Vice President for Academic Affairs (academic matters) or the Office of the Vice President of Enrollment Services & Student Affairs (non-academic matters) is final and will be communicated to the student in writing.
- 5.10 The Office of Student Affairs will maintain accurate records of all non-academic student concerns, complaints, investigations, resolutions, and appeals.
- 5.11 All Colleges will maintain accurate records of all academic student concerns, complaints, investigations, resolutions, and appeals.
- 5.12 Periodic reports will be generated to identify trends, areas for improvement, and to ensure consistent application of the policy. Senior governance bodies will review these reports as part of institutional quality assurance.

## **Related Policies and Documents**

Student Appeals

Student Code of Conduct

Student Handbook

Non-discrimination Policy  
Sexual Harassment Policy

**Approval Signatures**

Signature of Policy Owner: \_\_\_\_\_

Date:

Signature of Project Chair: \_\_\_\_\_

Date:

Signature of President: \_\_\_\_\_

Date: