


Category	Student Life	Policy Number	ACA-STU-105	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	6.0	
Responsible Office	Provost	Policy Owner	Student Affairs	
Date Approved	21 February 2024	Effective Date	21 February 2024	
Date Last Reviewed	30 January 2024	Due Date for Next Review	31 July 2025	

POLICY

Undergraduate Student Complaints and Grievances

1. Purpose

This policy outlines the guiding principles for undergraduate students to submit complaints and grievances, and for ensuring that the complaints and grievances are addressed in a timely and professional manner in line with Zayed University policies and procedures.

2. Scope of Application

2.1 This policy applies to complaints and grievances made by Zayed University (“**University**”) undergraduate students.

2.2 This policy does not apply to decisions as a result of official decrees, University policies or procedures, cases of academic misconduct, attendance issues, or grade appeals.

3. Definitions

Complaint	An informal expression of dissatisfaction with a service, activity, and/or employee or student at the University.
Grievance	A formal, written expression of dissatisfaction with a service, activity, and/or employee or student at the University.
Working Day	A day (Monday to Friday) when the University is officially open.

4. Policy

4.1 In furtherance of its educational mission and vision, the University has established processes to address undergraduate student complaints and grievances regarding non-academic issues of concern.

4.2 Student complaints and grievances will be evaluated to determine ways in which the University, department, service, activity, and/or employees can improve non-academic services and activities.

4.3 Student Affairs is responsible for ensuring that the information contained in this policy remains relevant and up to date; and for ensuring that the information in this policy is disseminated to all relevant parties in a timely fashion.

5. Complaints

5.1 It is expected that most complaints will be resolved at the individual level by the student bringing the concern to the attention of an appropriate member of staff/faculty, who will work to resolve the issue through informal discussion.

5.2 Students have the option of raising their complaints by:

- a) discussing the issue with the person concerned,
- b) discussing the issue with another faculty/staff member that the student feels comfortable talking with,
- c) discussing the issue with their College Assistant Dean for Student Affairs,
- d) discussing the issue with someone in Student Affairs,
- e) raising the issue through SAHIM, the online suggestion and complaint system managed by Student Affairs.

5.3 The recipient of the complaint is responsible for addressing the issue in a timely manner, usually within five (5) working days.

5.4 If steps are required to address the complaint appropriately, the recipient of the complaint must notify the student in writing of the progress, steps, and resolution within the stated five (5) working days.

5.5 If the student is not satisfied with the proposed outcome, they have the right to submit a formal, written grievance to the Assistant Provost for Student Affairs, or designee, within five (5) working days of receipt of the notification of the outcome of the informal resolution.

6. Grievances

6.1 Grievances may be submitted either:

- a) when a student is not satisfied with the outcome of their informal complaint, or
- b) when a student considers the concern to be too complex or too serious for an informal resolution.

6.2 All grievances must be submitted to the Assistant Provost for Student Affairs, or designee, for review and investigation.

6.2.1 Only formal, written grievances submitted through an official university means of communication will be addressed.

6.2.2 The grievance must be submitted with supporting information as appropriate to the circumstances of the grievance.

6.2.3 Grievances must be submitted either:

- a) within five (5) working days of receipt of the notification of the outcome of an informal complaint, or
- b) within five (5) working days of the incident that caused the student concern.

6.3 All student grievances will be addressed in a fair, transparent, confidential, and consistent manner.

6.4 In instances where several students submit grievances about the same issue, their concerns will be addressed as a single grievance.

6.5 The Assistant Provost for Student Affairs, or designee, must acknowledge receipt of the grievance submission to the student(s) concerned within three (3) working days of its receipt, and forward the grievance to the Student Grievances Review Committee (“**Committee**”) at that time.

6.6 The Committee will investigate the grievance and submit its recommendations to the Assistant Provost for Student Affairs, or designee, within ten (10) working days of having received the reported grievance.

6.6.1 If the Committee decides that the grievance is justified, it must also recommend actions to resolve the issue.

6.6.2 If the Committee decides that the grievance is not justified, it must explain its decision.

6.7 The Assistant Provost for Student Affairs, or designee, reviews the Committee’s recommendations and either endorses them or, depending on the severity of the recommended actions, may forward the Committee’s recommendations to the Provost for final approval.

6.8 The Assistant Provost for Student Affairs, or designee, informs the student(s) of the outcome of the Committee’s investigation.

6.9 Student Affairs is responsible for maintaining all records of student grievances and the subsequent investigations and findings for three (3) years.

6.10 Student Affairs is required to submit a report to the Provost at the end of each semester, or whenever required to do so, outlining student grievances and recommended action.

7. Student Grievances Review Committee

7.1 The Committee is formed under a decision issued by the Provost at the beginning of each academic year (Appendix A).

7.2 The chairperson and members are responsible for maintaining complete impartiality and confidentiality throughout their investigations.

7.3 In cases of potential conflict of interest, the Assistant Provost for Student Affairs, or designee, has the authority to replace the committee member concerned for the duration of that investigation.

8. Appeals

8.1 The student who reported the grievance and the party against whom the grievance was made retain the right to appeal the Committee’s findings and subsequent recommendations within five (5) working days of notification of the same on condition that they can provide at least one (1) of the following:

- a) Evidence of a procedural error in the conduct of the investigation that causes doubt about the findings of the investigation.
- b) New evidence related to the case which was not available at the time of the investigation.
- c) Evidence of bias during the investigation that causes doubt about the findings of the investigation.

8.2 Appeals must be submitted with appropriate evidence to the Office of the Provost.

8.2.1 The Office of the Provost must notify all parties involved that an appeal has been received.

8.2.2 The Provost reviews the appeal and has the authority to decide if there are valid grounds for appeal or if the appeal is to be dismissed in accordance with Article 8.1 of this policy.

8.2.3 The Office of the Provost must notify all parties involved if an appeal is dismissed within three (3) working days of the appeal having been received.

8.2.4 For valid appeals, the Provost will nominate two (2) faculty/staff members who have hitherto been uninvolved in the investigation to review the appeal and make recommendations to the Provost within five (5) working days.

8.2.5 The Provost retains the authority to issue the final decision, which is communicated to all the parties concerned. The Provost’s decision is not subject to any further appeal.

9. Related Policies and Laws

- ACA-STU-101 Undergraduate Student Rights and Responsibilities

10. Administration

This policy is administered by Student Affairs.

11. Revision History

Date	Revision
21 February 2024	Approved by the Board of Trustees.
30 January 2024	Endorsed by the Academic Council subject to a few minor amendments. (<i>Actions completed</i>)

29 January 2024	Amended to add clarity (added definition of Working Day; added Articles 4.3, 5.2, and 6.10; and updated Article 5.4).
20 February 2023	President's Decision issued (PD#20 of 2023).
27 March 2012	Policy approved.
6 June 2010	Revised to reflect current university organization.
30 April 2003	Policy revised.
1 October 2000	Policy approved.

Attachment:

- Appendix A: Student Grievances Review Committee

APPENDIX A

STUDENT GRIEVANCES REVIEW COMMITTEE	 جامعة زايد ZAYED UNIVERSITY
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The Student Grievances Review Committee will be formed by the Provost at the beginning of each academic year. The Committee membership will be effective from the date of issuance of the decision until the end of the academic year as published in the ZU Academic Calendar.

The Committee will be chaired by the Director of the Student Leadership Department, with membership representing each campus:

MEMBERS
Director, Student Leadership (Chair)
Faculty (AUH)
Faculty (DXB)
Student Affairs Representative (AUH)
Student Affairs Representative (DXB)
Staff (AUH)
Staff (DXB)
Recorder (nonvoting member)