


Policy Group	Student Affairs	Policy Number	ACA-STU-06	 جامعة زايد ZAYED UNIVERSITY
Responsible Office	Office of the Provost	Distribution	External	
Date Approved	27 March 2012	Effective Date	27 March 2012	
Date Last Reviewed	27 March 2012	Due Date for Next Review	27 March 2015	

POLICY

Student Complaints

1. Purpose

This policy ensures that student complaints will be addressed in a professional manner in line with university standards.

2. Application

This policy applies to all Zayed University students.

3. Policy

In furtherance of its educational mission and vision, Zayed University shall establish a process to address student complaints.

4. Related Policies and Laws

ACA-STU-02 Code of Student Conduct
 ACA-SAS-01 Students with Disabilities

5. Administration

This policy is administered by the Student Affairs Deanship.

6. Revision History

Date	Revision
13 May 2020	Non-substantive change: added External Distribution.
16 December 2019	Updated the policy number (from STU-ADM-08), the related policy numbers, and the format.
27 March 2012	Policy approved.