


<b>Category</b>	Student Life	<b>Policy Number</b>	ACA-STU-105	 جامعة زايد ZAYED UNIVERSITY
<b>Distribution</b>	External	<b>Version</b>	5.0	
<b>Responsible Office</b>	Provost	<b>Policy Owner</b>	Student Affairs	
<b>Date Approved</b>	20 February 2023	<b>Effective Date</b>	AY 2023-24	
<b>Date Last Reviewed</b>	1 February 2023	<b>Due Date for Next Review</b>	20 February 2026	

## POLICY

### Undergraduate Student Complaints and Grievances

#### 1. Purpose

To ensure that students' non-academic complaints and grievances are addressed in a timely and professional manner in line with Zayed University policies and procedures.

#### 2. Scope of Application

This policy applies to all non-academic complaints and grievances made by actively enrolled Zayed University undergraduate students. This policy does not apply to decisions as a result of official decrees, university policy or procedures, cases of academic misconduct, attendance issues, or grade appeals.

#### 3. Definitions

- 3.1 Complaint:** an informal expression of dissatisfaction with a service, activity, and/or employee or student at the university.
- 3.2 Grievance:** a formal, written expression of dissatisfaction with a service, activity, and/or employee or student at the university.

#### 4. Policy

- 4.1** In furtherance of its educational mission and vision, Zayed 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.

#### 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** The recipient of the complaint is responsible to address the issue in a timely manner, usually within five (5) working days.
- 5.3** If steps are required to address the complaint appropriately, the recipient of the complaint must notify the student of the steps and timeframe required to resolve the issue.
- 5.4** 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 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 to maintain all records of student grievances and the subsequent investigations and findings.

## **7. Student Grievances Review Committee**

- 7.1** The Student Grievances Review 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 to maintain 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 findings of the Student Grievances Review 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
20 February 2023	President's Decision issued (PD#20 of 2023).
1 February 2023	Endorsed by the Executive Committee (Meeting #4 of 2023).
20 January 2023	Endorsed by the Academic Council by circulation.
24 January 2023	Presented to the Academic Council. The Council recommended to update the membership of the Committee in Appendix A. ( <i>action completed</i> )
4 January 2023	Administrative change: <ul style="list-style-type: none"> <li>Updated the information header and related policy numbers.</li> <li>Updated the policy number from ACA-STU-06 to ACA-STU-105.</li> </ul>
8 December 2022	Endorsed by the Provost's Council by circulation.
31 August 2022	Policy completely rewritten as if new. <ul style="list-style-type: none"> <li>Changed name of policy to include Grievances.</li> <li>Changed complaints to be informal, managed at the individual level (sections 3 and 5).</li> <li>Added grievances as formal expressions of dissatisfaction, managed by the Assistant Provost for Student Affairs (sections 3 and 6).</li> <li>Updated 4.1 and added 4.2.</li> <li>Changed name of committee from Complaints to Student Grievances Review Committee (section 7 and Appendix A).</li> <li>Added Appeals (section 8).</li> <li>Added Appendix A.</li> </ul>
16 December 2019	Updated the policy number (from STU-ADM-08), the related policy numbers, and the format.
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:

<b>STUDENT GRIEVANCES REVIEW COMMITTEE</b>	 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 Student Leadership Department, with membership representing each campus:

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