



Mazoon College

Student Grievance Policy

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Abbreviations

HoD	Head of Department
ADAA	Assistant Dean for Academic Affairs
SAD	Students Affairs Department
IC	Investigation Committee
DC	Disciplinary Committee
GC	Grievance Committee
AA	Academic Advisor

Definitions

Student Grievance	Dissatisfaction of students over a decision or an action they believe to be unjust and hindering their educational endeavor (Walker & Hamilton, 2011).
Academic Grievance	A complaint submitted by students to address decisions or actions directly relating to their academic studies (Lindsay et al., 2018).
Nonacademic Grievance	A complaint submitted by students to address decisions or actions that take place outside the academic setting which they believe unfair and hindrance to their progress.

1. Introduction

Mazoon College believes in providing students with an environment where they are fairly treated, ethically respected, and educationally supported to achieve their academic endeavours. It strongly believes such an environment, based on its core values and strategic goals, will enhance the trust that the College already shares with students.

2. Purpose of policy

The Student Grievance Policy aims to introduce a clear formal and systematic approach that deals with students' complaints fairly. The policy will make sure complaints are fairly addressed and decisions are professionally made in order to help establish an atmosphere where students feel their voice is clearly heard and they are correctly valued.

3. Rationale for policy

The implementation of the Student Grievance Policy is a necessity to strengthen the trust between the College and students. In this regard, students, academic and non-academic staff are held accountable for respecting the College's rules and regulations. The whole environment will help students go ahead towards successful completion of their studies.

4. Scope of policy

This policy applies to all Mazoon College students.

5. Policy statement

The Student Grievance Policy is underpinned by the need to formally and correctly address the student issues related to college decisions and viewed as a hindrance for their educational process, career growth and satisfaction.

6. Procedures

Procedures may be carried out in two main stages. Informal intimation and formal reporting.

6.1 Informal Intimation

Issues with non-regulatory or disciplinary implications may be settled mutually and informally. Students, academic and non-academic staff are henceforth invited to make efforts to initially resolve issues informally. The major steps students may go for include, but are not limited to, the following points:

- Mutually discuss the case with academic advisor in an attempt to informally resolve the problem if it has to do with academic issues.

- Mutually discuss the case with the concerned head of academic department (HOD) if the concerned academic advisor fails to mutually resolve the problem.
- Mutually discuss the case with the Students Affairs Department (SAD) Manager if the issue has to do with non-academic affairs.
- An initial and mutual counselling can be considered in this regard so that the problem is resolved.

Efforts to mutually resolve the issue should not exceed seven working days.

6.2 *Formal Reporting*

6.2.1 *Academic Grievance*

Students are to consider the following procedures if the grievance has to do with academic issues:

- The academic advisor is to provide the complainant with a form to be filled and passed to the concerned HOD.
- The concerned HOD is to review the case and take a formal action within three days of receipt.
- The student has the right to appeal the HOD's decision to The Assistant Dean for Academic Affairs (ADAA) if he / she is not satisfied with the action taken. An appeal form is supposed to be filled.
- The Assistant Dean for Academic Affairs (ADAA) is to review the decision made by the HOD and take a formal action within three days of receipt. The ADAA may refer to the concerned committee to seek further investigation.
- The student has the right to appeal the ADAA's decision to the Dean if he / she is not satisfied with the action taken. One more appeal part is supposed to be filled.
- The Dean is to review the case and take action within three days of receipt. The Dean's decision is final.
- The case is to be returned to the concerned HOD after the final decision to document students' grievances procedures.

6.2.2 *Non-Academic Grievance*

Students are to consider the following procedures if the grievance has to do with non-academic issues:

- The concerned HOD shall direct the complainant to the Students Affairs Department (SAD) where he / she is provided with the right Complaint Form.

- The student is to fill in the form and give it to the Students Affairs Department HOD within one day.
- The Students Affairs Department HOD is to study the case with reference to the concerned committees and take action within three days of receipt.
- The student has the right to appeal the SAD HOD's decision directly to the Dean if he / she is not satisfied with the action taken. One appeal part is to be filled at this level.
- The Dean is to review the case and take action within three days of receipt. The Dean's decision is final.
- The case is to be returned to the SAD HOD after the final decision to document students' grievances procedures.

7. Implementation Guidelines

7.1 Roles and Responsibilities

7.1.1 Students

Students have the responsibility to:

- Make efforts to mutually resolve the problem through follow up with the academic advisor and the department concerned HOD.
- Attend the meetings called for in relation to the grievance.

7.1.2 Academic Advisors (AA)

Academic Advisors (AA) have the responsibility to:

- Do their best to initially and fairly solve the academic related problems.
- Closely follow up with students to make sure that procedures are fairly respected.
- Attend the meetings called for in relation to the grievance.

7.1.3 Heads of Departments (HODs)

Heads of Departments (HODs) have the responsibility to:

- Review the given case and take action within three days of receipt.
- Transparently and fairly deal with the grievance by following the formal procedures.
- Attend the meetings called for in relation to the grievance.
- Pass the grievance to the Assistant Dean for Academic Affairs (ADAA) if the student is not happy with the action they have taken.

7.1.4 Students Affairs Department (SAD) Manager

The Students Affairs Department Manager has the responsibility to:

- Call for the concerned committee to review the given case.
- Review the given case and take action within three days of receipt.
- Pass the grievance to the Dean if the student is not happy with the action taken.

4.1.5 Assistant Dean for Academic Affairs (ADAA)

The Assistant Dean for Academic Affairs (ADAA) has the responsibility to:

- Review the given case and take action within three days of receipt.
- Pass the grievance to the Dean if the student is not happy with the action taken.

4.1.6 Dean

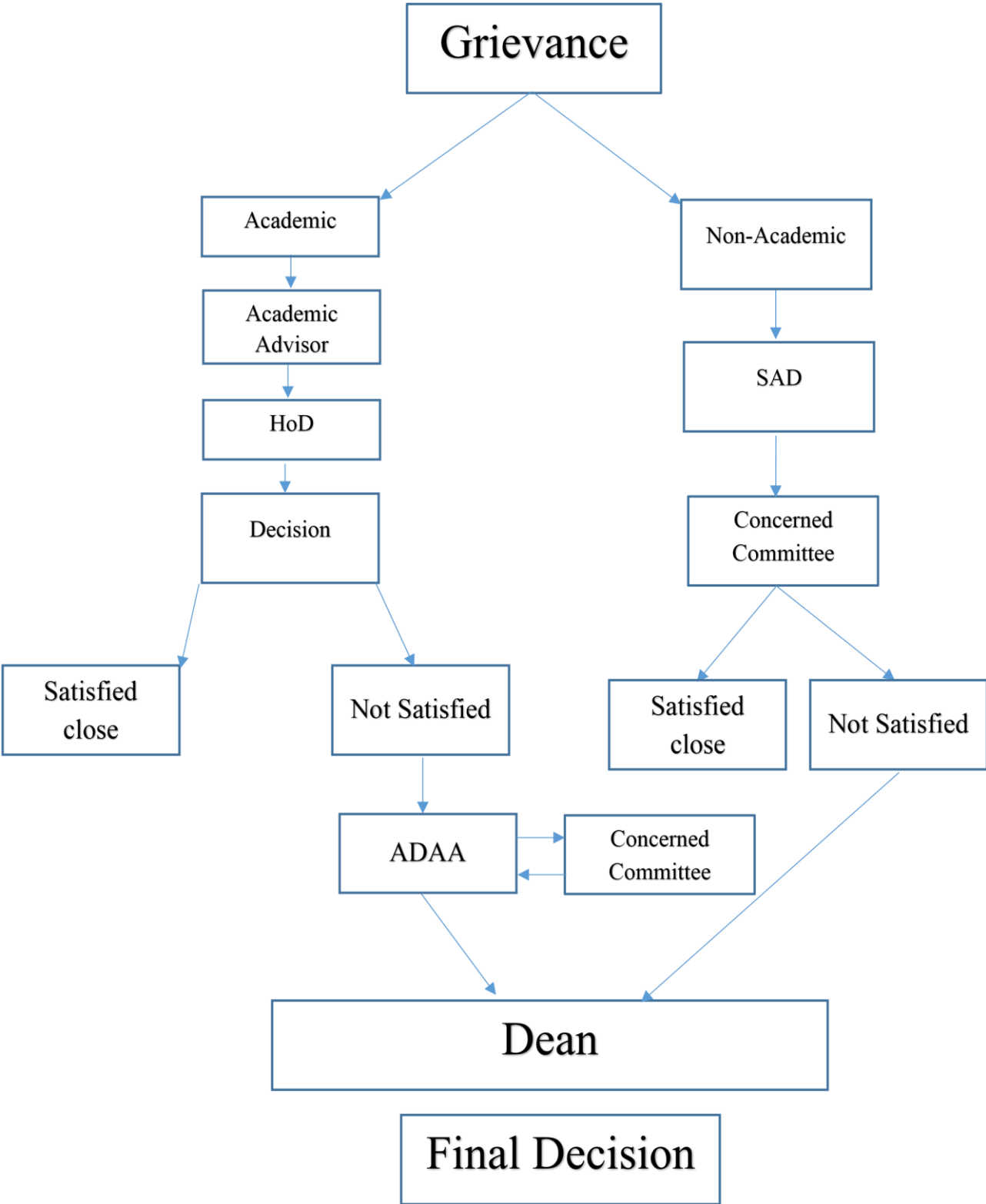
The Dean has the responsibility to:

- Review the given case and take action within three days of receipt.

8. Monitoring and review of the policy

This policy is monitored and reviewed through a regular assessment of the achievements in order to see its effectiveness.

Grievance Process Flow Chart





Appendix 1 Student

Grievance Form (1)

This form should be completed in all respects.

I- Type of Grievance

ACADEMIC	NON-ACADEMIC
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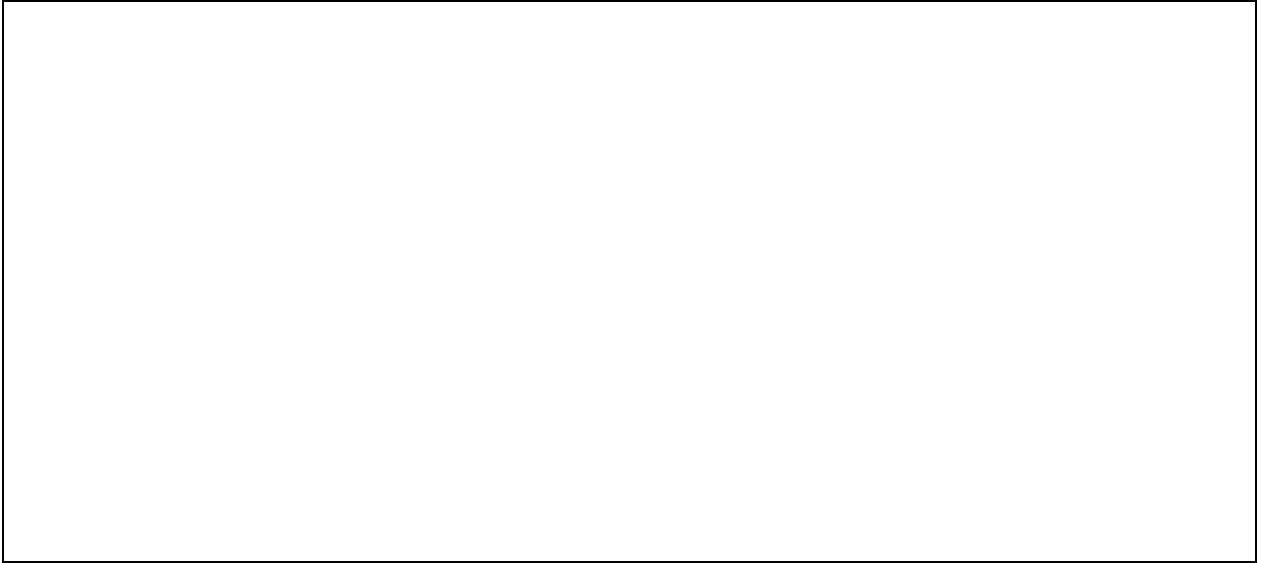
II- Students' Details

Full Name	
ID Number	
Section	
Department	
Phone Number	
Email Address	

III- Grievance Summary: The student is to mention all the grievance details including time, place and incident.

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IV- Evidence (Optional)

A large, empty rectangular box with a thin black border, intended for providing evidence. It occupies the upper half of the page.



Appendix 2
Student Grievance Form (2)
Procedures and Decisions

I-HOD's Decision

HOD/SAD Manager Name _____	Date & signature _____

II- Student's Appeal

Student Name _____	Date & signature _____

III- ADAA Decision

ADAA Name _____	Date and Signature _____

IV- Student's Appeal

Student Name _____	Date & signature _____

V- Dean Decision (FINAL)

DEAN Name _____	Date and Signature _____