

Policy Title:	6.y Student Grievance Policy (SGP)		
Policy Number:	ST-PO-6Y	Date Created:	12-08-2008
Responsible:	Vice President Student Affairs	Approved by:	Board of Trustees

Purpose

The purpose of this policy is to address students complains and resolve problems related to academic and no-academic services.

Scope

This policy applies to all undergraduate and graduate students of CUD.

Policy Statement

Students can expect an excellent education at Canadian University Dubai. Nevertheless, a student may question, complain, or grieve certain materials or issues pertaining to their involvements at the University. For quality assurance, the internal procedures for addressing student complaints aim for transparency, due process, thereby ensuring student complaints are addressed impartially, reliably, and punctually.

Principles

The University's student complaint resolution process is based on the following principles:

- Fair and equitable procedures are used to review and resolve the student complaint.
- Privacy and anonymity is assured for all parties, except for use of information as authorized by law;
- Fair and respectful proceedings during the entire search, deliberation, and conclusions by all involved.
- No retaliation or any shortcoming arising from a student complaint made in good faith.
- Timely handling of complaints with measurable deadlines identified at each stage of the resolution process.
- Timely and regular communication of the case process, progress, and result; Access to-, and option to a higher internal level in case the student requires a review based on technical or practical grounds.

Types of Student Complaints

a) Academic Complaints

Complaints against academic conclusions include but are not limited to:

- i) Academic advancement decisions.
- ii) Assessment substance.
- iii) A conclusion by an academic person that affects an individual or a group of students.
- iv) Matter or structure of academic programs, method of learning, teaching, or assessment.
- v) Questions relating to authorship and intellectual property.

b) Administrative Complaints

Administrative Complaints relate to conclusions and actions associated with administrative or academic facilities, which include but are not limited to:

- i) Policies pertaining to administration, procedures and rules by central administration, student support groups, and faculties.
- ii) A conclusion taken by an administer that affects an individual or groups of students.
- iii) Access to University resources and facilities.

Complaint Resolution Procedures

This segment summarizes the internal processes applicable to academic and administrative complaints.

a) Informal Approach

- i) The student concerned about an abovementioned item should first contact the person involved in writing. If the student cannot reasonably contact this person or resolve their issue at this level, then the student should contact the head of the relevant department or of the administrative unit or the Head/Director or the Dean of

the School for a discussion. Concerns about a resolution at any of the steps mentioned above should ordinarily be raised to the Chair of the committee. The complaint must be delivered in writing within 15 days of the original incidence.

- ii) The University anticipates that in most instances the discussion of the concern with a pertinent staff member will result in a quick resolve of the matter that both parties find satisfactory.
- iii) If the issue is not resolved, then the student may contact his Academic Advisor who will direct him to appropriate individual that will be address the case The University anticipates that in most instances the discussion of the concern with a pertinent staff member will result in a quick resolve of the matter that both parties find satisfactory.
- iv) The student has fifteen days following an incident to lodge a formal complaint if the issue is not resolved.

b) Formal Approach

If the complaint deals with an academic matter, it should be addressed to the Provost; if the complaint is regarding student support services, it should be addressed to the Vice President Student Affairs. If the issue deals with administrative or financial matter, the complaint should be addressed to the Chief Financial Officer. If the issue deals with registration matters, the complaint should be addressed to the Registrar.

Withdrawal of a Complaint

At any time during the informal of formal process, a student may withdraw their complaint, and at that time the matter will be deemed concluded and resolved. In this case, if the complaint was made in writing, then a written withdrawal letter must be composed by the said student and delivered to the relevant person handling the matter at the time the withdrawal is being affected or, in cases before Head/Director, or the Dean of the School. Canadian University Dubai then considers the case closed.

The Complaint Review Committee is an ad-hoc committee that can be called when needed based on when a formal complaint is lodged. The Complaint Review Committee consists of three members appointed by the Provost or the Vice President Student Affairs, pending on complaint. For academic complaints, in addition to the Provost, the Dean of the appropriate Faculty, one faculty member from another Faculty and the student counselor are required. For issues concerning academic matters, in addition to the Vice President Student Affairs, one faculty member, one Dean, and the Director Learning Resource Center are required.

Policy Revision History

Version No.	Update Brief	Approved Date
V1.0	New policy	30-01-2009
V2.0	Reviewed and updated	13-03-2023