

Policy Title	Complaints and Grievances
Responsible AIU Office (Higher Management/Directorate)	Vice President for Academic Affairs
Policy Owner (Executive Department/Office)	Registration Section
Pertinent Dates	Create Date: May 2022 Expire Date: Revise Date Approval Date: Effective Date:

I. SCOPE OF POLICY

AIU implements the following policy governing the grievance and appeal process for students with specific concerns about any aspect of the student experience at AIU.

The purpose of this policy is to state the procedures whereby AIU students may present grievances or appeal decisions affecting them as AIU students, and the timelines by which they may initiate the process and expect to receive feedback.

II. DEFINITIONS

III. POLICY STATEMENT

- Appeals and grievances received from students should be treated with the utmost confidentiality, sensitivity and in fair and impartial manner.
- Students shall not be penalized or discriminated against as a result of filing a grievance or appeal, on the other hand it must be genuine.
- Appeals and grievances normally include, but not limited to the following:
 - o Dissatisfaction with any academic or non-academic services that AIU provides.
 - o Dissatisfaction with the academic supervisor assigned
 - o Dissatisfaction against faculty member's course management or conduct
 - o Appealing on a final grade
 - o Requesting a late course drop
 - o Requesting a late withdrawal
 - o Appealing rejected transfer credit

- Appealing an academic or disciplinary suspension or dismissal
- Grieving the misapplication of the absence policy
- Financial aid or scholarship award grievance
- No oral appeal/grievance will be considered official.
- The written appeal/grievance must include the following:
 - A clear explanation of the of the complaint or the problem and its source.
 - Documentation that supports the complaint.
- The appeal/grievance to be submitted to the Admission and Registration Department to be reported to the office of Vice President for Academic Affairs, then redirected to the concerned committee/department.
- The decision is approved by the Vice President for Academic Affairs.
- Appealing on a final grade must be submitted within one week after the final results are announced. No appeal will be reviewed after this time limit. The student will pay the charges stated in the tuition fees and charges policy.
- Appealing on a final grade request will be reviewed by the dean of the faculty and the results should be announced within two weeks following the original grade announcement. The Dean and the Vice president for Academic Affairs will approve the grade change.

IV. **RESPONSIBILITIES**

- The student submits a clear written appeal/ grievance.
- The Admission and Registration Department reports review the request and give their recommendation.
- The Assigned department/committee or faculty gives its recommendation.
- The Vice President for Academic Affairs approves or declines the recommended decision.

V. **POLICY STANDARDS AND PROCEDURES**

- The student submits a written appeal/ grievance request to the Admission and Registration Department.
- The Admission and Registration Department reports the request to the Office of the Vice President for Academic Affairs.
- The Assigned department/committee or faculty gives its recommendation.
- The Vice President for Academic Affairs approves or declines the recommended decision.

VI. **FORMS/INSTRUCTIONS (if applicable)**

- Appeal/Grievance request.

VII. **APPENDICES (if applicable)**

VIII. **CONTACT INFORMATION**

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