

Qatar University is committed to a policy of fair treatment of students in their interactions with all other members of the University community.

Academic Complaints

Academic disputes may include, but are not limited to admission, grades during the academic semester, academic suspension, charges of dishonesty, plagiarism, deliberate forgery of data, work completed for one course and submitted for another, and violation of intellectual property. The Final Grade change appeal is excluded from this section.

Scope

This section sets forth the procedures to be followed by a student who believes he/she has been unfairly or improperly treated by a faculty member in light of the academic process. For example, it applies to disputes over grade assignments during the academic semester, decisions about program or degree requirements or eligibility, or claims that course requirements are unfair.

Informal Resolution

The student should first try to resolve the grievance informally by discussing the grievance with the faculty member as soon as the student is aware of the matter. If the student and faculty member were not able to reach an agreement, the student should discuss the objection with the faculty member's department head. If the complaint remains unresolved, the student should discuss it with the College Dean. In these informal discussions, the department head or dean is encouraged to mediate the dispute. In particular he/she should talk to both the student and the faculty member, separately or together, and should examine any relevant evidence, including any documentation the parties wish to submit. If the student objection is against the department head or the dean, the student should discuss it with one administrative level higher than that of the department head/dean.

Formal Resolution

1. Submit the official online application through myBanner within ten (10) business days of the incident outlining the complaint, the individuals involved, the date and the location of the incident. The student will be informed of the decision by e-mail within ten (10) business days of the complaint's submission. Note that this process is confidential.

2. If the student is not satisfied with the outcome, he/she has the right to appeal the decision within ten (10) business days of its announcement. The result of the appeal will be e-mailed to the student within ten (10) business days of submitting the appeal.
3. In all cases, if the student does not receive a formal response within ten (10) business days of the complaint/appeal submission, he/she should consider the request rejected.
4. In cases where the student believes that the procedures were not properly followed, he/she has the right to appeal the decision to the Vice President for Student Affairs. The appeal must be filed within ten (10) business days of the date of the decision. The Vice President for Student Affairs shall review all documentation relating to the appeal and make a decision. At this stage, the outcome of the appeal is final and no further appeal is available.
5. All documents related to the complaint, appeal, and decision shall be kept at the Office of Vice President for Student Affairs.

Withdrawal of Complaint

Students may withdraw a previously submitted complaint while the complaint is being investigated. In such cases, the complaint will be closed and applicable parties will be informed of the withdrawal. Complaints which have been closed may not be withdrawn.

Non-Academic Complaints

Non-academic issues may include, but are not limited to, harassment (verbal or physical), intimidation, disruptive or abusive behavior within the limitations of QU campus, fines, fees, exclusion from a use of service, discrimination, record access, and violation of policy.

Scope

This section sets forth the procedures which should be followed by a student who believes that he/she has been unfairly or improperly treated by a member of the University community with regard to a non-academic matter.

Informal Resolution

The student should first try to resolve the complaint informally as soon as reasonably possible after the student becomes, or should become aware of the matter. If the matter involves a staff member, and the student and the staff member cannot reach an agreement, the student shall discuss it with the staff member's supervisor. Similarly, if the matter involves a faculty member, and the student and the faculty member cannot reach agreement, the student shall discuss the grievance with the faculty member's department head. Although students are encouraged to

resolve the complaint informally, the nature of certain cases may require that the informal process be by-passed.

Formal Resolution

1. Submit the official online application through myBanner within ten (10) business days of the incident outlining the complaint, the individuals involved, the date and location of the incident.
2. The Vice President for Student Affairs will review and direct the complaint to the appropriate department. The personal details of the complainant will be removed to ensure confidentiality. The student will be informed of the decision via e-mail within ten (10) business days of the complaint's submission.
3. If the student believes that the procedures have not been properly followed, he/she has the right to appeal the decision within ten (10) business days of the decision. The Vice President for Student Affairs shall review all documentation relating to the complaint and make a decision. At this stage, the outcome of the appeal is final and no further appeal is available.
4. The decision of the appeal is final and may not be appealed. In cases where the Vice President for Student Affairs recommends dismissal from the University, the student may submit an appeal to the University President.
5. All documents related to the complaint, appeal, and decision shall be kept at the Office of Vice President for Student Affairs.

Withdrawal of Complaint

Students may withdraw a previously submitted complaint while the complaint is being investigated. In such cases, the complaint will be closed and applicable parties will be informed of the withdrawal. Complaints which have been closed may not be withdrawn.

Confidentiality

Information related to a complaint is treated as confidential and is only shared with authorized individuals on a need-to-know basis. This information is used for the purpose of investigating and resolving the complaint in accordance with QU policy.