

## Employee and Faculty Member Guide

1. Go to [mybanner](#), click Enter Secure Area and enter your QUID and password.

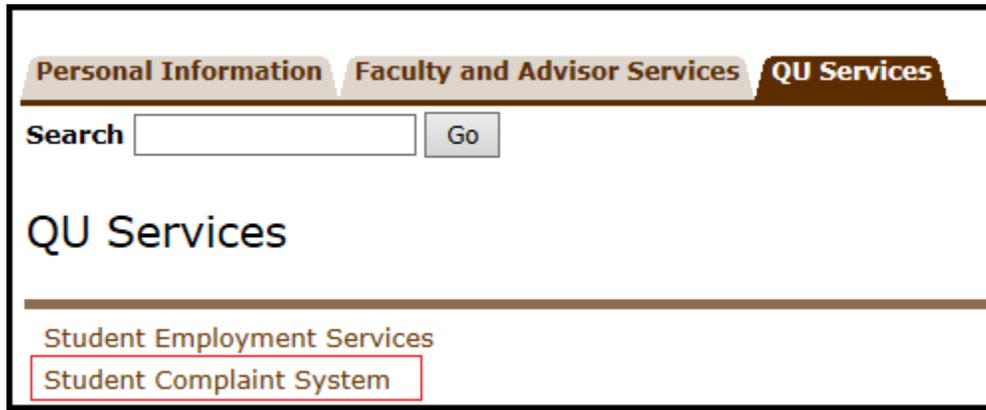
Enter Secure Area  
Apply for Admission  
View Class Schedule  
View Course Catalog

**RELEASE: 8.5.2**

QU ID:   
Password:

[Click Here for Help with Login?](#)

2. Go to QU Services tab then Complaint System.



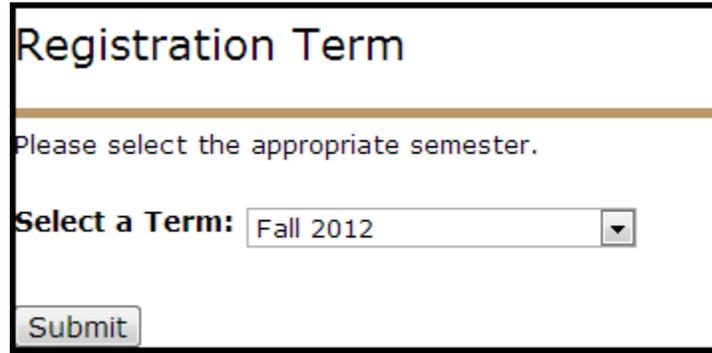
The screenshot shows the top navigation bar with three tabs: "Personal Information", "Faculty and Advisor Services", and "QU Services". Below the tabs is a search bar with a "Go" button. The main content area is titled "QU Services" and lists two options: "Student Employment Services" and "Student Complaint System", with the latter highlighted by a red box.

3. To apply for a complaint, please click on Submit a Complaint.

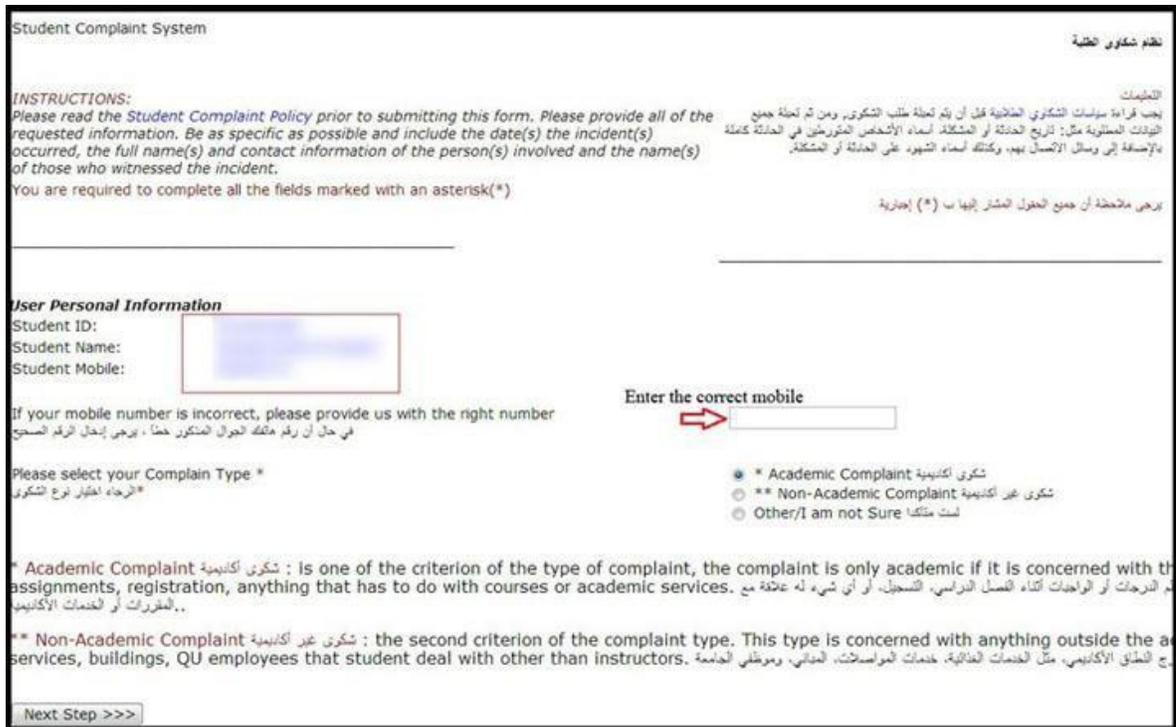


The screenshot shows the same navigation bar as the previous image. Below the search bar, the "Submit a Complaint" option is highlighted with a red box. The other options listed are "Check Complaint Status", "Complaint Re-appeal", and "Review and Update Student Complaint".

4. Select the current term.



5. Please read the Student Complaints Policies prior filling in all required information, and then press Next Step. At any time, you can go back by clicking Return to Previous.



6. Please identify against whom your complaint is:



7. Please fill in a detailed form, and click Submit Application.

\*\* Please note that the complaint must be submitted within ten business days from the date of the incident.

Complaint Information *		تفاصيل الشكوى *	
Individual involved	الأفراد المعنيين بالنزاع	<input type="text"/>	Please enter the date as the required format
Date of incident	تاريخ وقوع الحادث	<input type="text" value="23/02/2012"/>	date format dd/mm/yyyy
Location of incident	مكان وقوع الحادث	<input type="text"/>	
Describe your complaint in detail *		(max 1000 Character)	
*الرجاء ذكر تفاصيل الشكوى في حدود 1000 حرف		<input type="text"/>	
Next pages will allow you to attach any support documents, if any is available		يمكنك إرفاق أي ملفات متعلقة بالشكوى (إن وجدت) في الصفحات القادمة	
<input type="button" value="Submit Application"/>			

8. The page below illustrates the details of the complaint to give you a final opportunity to amend the details, you should tick the term and policies box, as shown, and then click Submit Application.

Complaint Details and Confirmation		تفاصيل وإتمام الشكوى *	
Student ID:	<input type="text"/>	Student Name:	<input type="text"/>
Student Mobile:	<input type="text"/>	Complaint Type:	Academic
Complaint Against:	NotSure	Individual involved:	<input type="text"/>
Date of incident :	24/03/2013	Location of incident :	<input type="text"/>
Complaint Details	<input type="text"/>		
<input checked="" type="checkbox"/> أقر أنا مقدم طلب الشكوى أنني قد قرأت سياسات الشكوى الطلابية المتبعة في جامعة قطر وأن البيانات المقدمة في هذا الطلب صحيحة			
I hereby declare that I have read and accept the terms and conditions of the <a href="#">Student Complaint Policy</a> and the informa			
<input type="button" value="Submit Application"/>			

9. At this step, a complaint code will appear to use in further reference. You can also attach any support documents by clicking on the link (Attach documents by email). Once you submit your application, you will receive a confirmation e-mail.

Your complaint application has been submitted successfully, please keep the following complaint code:                      for future reference

لقد تم تقديم طلب الشكوى الخاص بكم بنجاح. يرجى الاحتفاظ بهذا الرمز:                      للمرجعة

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You may include an attachment using the following formats only: (PDF, DOCX & JPG):

يمكنك إرفاق أي مستند إذا كان يوافق احد الامتدادات المذكورة فقط (JPG, DOCX & PDF)

[Attach documents by email](#)

ارفاق الملفات عن طريق البريد الالكتروني

[Return to Previous](#)

10. To check your complaint status, please go to QU Services, and then click Complaint System to Check Complaint Status. A generated report will indicate the complaint code, type, against whom, individual involved, status of the complaint and the date of the incident as shown:

**\*\* An email will be sent, once the complaint status is changed.**

Complaint History in term: Fall 2012					
Complaint Code	Complaint Type	Complaint Against	Complaint Individual	Status	Date
FNWF63108	Academic	NotSure		New	24-MAR-13
SEDH63108	NonAcademic	Student		In Progress	02-FEB-12
INTX63108	NonAcademic	Faculty		New	20-FEB-12

11. Once the complaint status is closed, you have the right to re-appeal by clicking Complaint System then Complaint Re-appeal.

12. Write your Complaint Code, click on Get Complaint Details.

Student Complaint System نظام شكاوى الطلبة

**INSTRUCTIONS:**  
Please read the [Student Complaint Policy](#) for more details .  
You are required to complete all the fields marked with an asterisk(\*)

التعليمات  
يرجى قراءة سياسات الشكاوى الطلابية لإطلاع على المزيد من المعلومات المتعلقة بهذا النظام  
يرجى ملاحظة أن جميع الحقول المشار إليها ب (\*) إجبارية

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Enter Complaint Code \*

الرجاء إدخال رقم الشكاوى \*

[Return to Previous](#)

13. Write your appeal details in the box as shown and click Save.

**This complaint belongs to student :** هذه الشكاوى خاصة بالطالب /هـ

<b>Student ID:</b>	<input type="text"/>	<b>Student Name:</b>	<input type="text"/>
<b>Student Mobile:</b>	<input type="text"/>	<b>Student Telephone:</b>	<input type="text"/>
<b>Student Email:</b>	<input type="text"/> @qu.edu.qa	<b>Student Status:</b>	Active
<b>Student College:</b>	Business and Economics	<b>Student Major:</b>	Manag

**Complaint details**

Complaint Code	Complaint Type	Complaint Against	Com
PMNP46585	NonAcademic	Transportation Services/Campus Parking	<input type="checkbox"/>
PMNP46585	NonAcademic	Transportation Services/Campus Parking	<input type="checkbox"/>

**Administrator notes:**

Enter your narative notes: ( You will be able to change yor notes as this complaint still open and not closed by administrator)

[Return to Previous](#)

14. To withdraw or delete a complaint, click the required complaint then click Withdraw from Selected Complaint.

**Complaint History in term: Fall 2013**

Complaint Code	Complaint Type	Date	Withdrawal Complaints
Y4OGLVQMD5	Academic	01-FEB-13	<input checked="" type="checkbox"/>

15. The page below confirms the withdrawal, and the complaint status will be deleted.

**Withdrawal Complaints**

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Data has been submitt ... Your complaint has been withdrawn

[Return to Previous](#)

*Complaint History in term: Fall 2013*

Complaint Code	Complaint Type	Complaint	Date	Withdrawal Complaints
Y40GLVQMD5	Academic	Faculty	01-FEB-13	Deleted