

## **1. How can I apply for a complaint?**

You can easily apply through the Complaint System on [myBanner](#) Self-Service. Please refer to the guide that illustrate the steps.

## **2. If I lost my complaint code, how can I retrieve it?**

An email has been sent to you after submitting a complaint. This email contains the Complaint Code. However, in case you lost this email, you can retrieve the code online via [myBanner](#) Self-Service Complaint Status Tab.

## **3. Can I apply a complaint anonymously or on behalf of someone else?**

You cannot apply on behalf of someone else. Also, It should be noted that it is difficult for us to investigate and respond to an anonymous complaint.

## **4. Can I withdraw my complaint?**

Yes, you have the right to withdraw the complaint unless it is transferred or resolved.

## **5. Who could I refer to review/discuss my complaint with?**

The complaint is followed up through [myBanner](#) and the reply will be sent at your QU email.

## **6. Are all types of complaints are taken seriously?**

The University treats complaints seriously and ensures all processes are clear, prompt, confidential and fair to all parties.

## **7. Will I be asked about the details of my complaints from the administration?**

If it is needed. That is why the student must update their contact information once they submit a complaint, if needed.

## **8. Can I submit a complaint older than 10 days?**

Student can only apply for a complaint within 10 days from the incident.

## **9. Can I Re-Appeal?**

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 10 business days of the date of the decision and when the status of the complaint is (Closed).

## **10. Can I support my complaint with documents?**

Student can attach any kind of supported documents related to the complaint through the Student Complaint System.