

Student Guide

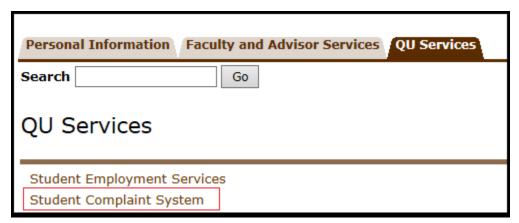
1. Go to <u>mybanner</u>, click Enter Secure Area and enter your QUID and password

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

RELEASE: 8.5.2



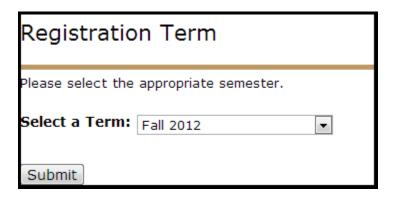
2. Go to QU Services tab then Complaint System.



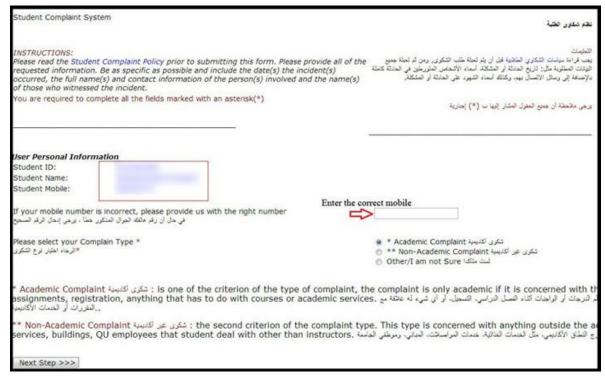
3. To apply for a complaint, please click on Submit a Complaint.



4. Select the current term.



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



6. Please identify against whom your complaint is:

* Complaining about التُكرى مقدمة ضد	 Student طالب Faculty member/ Staff معند موثة تدريس / موظف College,please select from the list below کلیة. برجی التحدید من القائمة بالأسفل Other/I am not Sure الست مذاکدا
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7. Please select a college/service, and then click Next Step.

Against College		
You must select one of the colleges, if your complaint is against a college * * في حال كاتت الشكرى ملامة ضد كانية ، يجب اختيار احدى الكانيات	None غير محند	
Against Service		$-\mid$
You must select one of the services, if your complaint is against a service * في حال كاتت الشكري ملتمة ضند خدمة ، يجب اختيال احدى الخدمات*	الله محدد None	•
Other service ,Please specify إخرى ، الرجاء التحديد		
Next Step >>>		

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

Complaint Information *	تفاصيل الشكوى*		2
الأفراد المعنيين بالنزاع Individual involved			Please enter
Date of incident تاريخ وقوع الحادثة	23/02/2012	date format dd/mm/yyy	the date as the required format
مكان رفوع الحادثة Location of incident		41. (00 lb0) 100 lb0 sil bad an]
	(max 1000 Chara	acter)	
* Describe your complaint in detail :الرجاء ذكر تفاصيل الشكرى في حدود 1000 حرف*			
		, a	
Next pages will allow you to attach any support documents, if any is available	ت القادمة	ملقات متعلقة بالشكوى(إن وجنت) في الصفحان	يمكنك إرفاق أي
Submit Application			

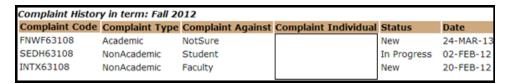
9. The page below illustrates the details of the complaint to give you a final opportunity to amend the details, you should tick the term and policies box, as shown, and then click Submit Application.

Complaint Details and Confirmation		ئوي∗	تقاصيل وإعتماد الشكوى*		
Student ID: Student Mobile: Complaint Against: Date of incident :	NotSure 24/03/2013	Student Name: Complaint Type: Individual involved: Location of incident :	Academic		
Complaint Details					
		ندم طلب الشکری آنی قد قرأت سیاسات الشکاری الم erms and conditions of the Studer	اگر أنا ما. nt Complaint Policy and the informa		

10.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			
ا للمراجعة	لقد تم تقديم طلب الشكرى الخاص بكم بنجاح يرجى الاحتفاظ بهذا الرمز :		
You may include an attachment using the following formats only: (PDF,DOCX & JPG):	يمكنك إرفاق أي مستند إذا كان يوافق احد الإمتدادات المذكورة فقط (JPG,DOCX&PDF)		
Attach documents by email	ارفاق الملفات عن طريق االيريد الالكتروني		
Return to Previous			

11.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 compliant status is changed.

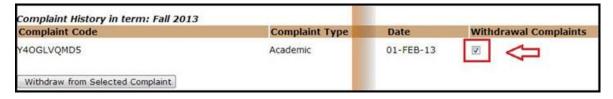
- 12.Once the complaint status is closed, you have the right to re-appeal by clicking Complaint System then Complaint Re-appeal.
- 13. Write your Complaint Code, click on Get Complaint Details.



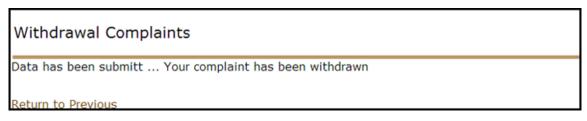
14. Write your complaint's details in the box as shown and click Save

This complaint belongs to st	udent	هذه الشكوى خاصة بالطالب /به	
Student ID:		Student Name:	
Student Mobile:		Student Telephone:	
Student Email:	@qu.edu.qa	Student Status:	Active
Student College:	Business and Economics	Student Major:	Manag
Complaint details			
Complaint Code	Complaint Type	Complaint Against	Com
PMNP46585	NonAcademic	Transportation Services/Campus Parking	
PMNP46585	NonAcademic	Transportation Services/Campus Parking	
Enter your narative note	es: (You will be able to change yor not	es as this complaint still open and not closed by administrator)	
Save			

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



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



Complaint History in term: Fall 2013				
Complaint Code	Complaint Type	Complaint	Date	Withdrawal Complaints
Y40GLVQMD5	Academic	Faculty	01-FEB-13	Deleted