

## Student Complaints

Terms	Definition
Academic Complaint	It is one criterion of the type of complaint, the complaint would only be academic if it is concerned with the course instructor, grading during the semester, assignments, registration, class enrollment or anything that has to do with courses or academic services.
Business Days	The 5 working days of the week (Sunday, Monday, Tuesday, Wednesday and Thursday) which the university officially works on excluding the official weekend according to Qatar.
Confirmation e-mail	Students receive a confirmation e-mail directly after submitting a complaint. This email includes Complaint Code.
Complaint	It is the text that the student submits which includes all the details of the issue, individuals involved, and supported documents.
Complaint Code	A series of unique numbers and letters to a specific complaint. Student could refer to the complaint using the Complaint Code.
Complaint Coordinator	Is the person who receives and directs student complaint to the responsible destination.
Complaint Status	It is the position which the complaint is standing in at that moment. It might be New, rejected, in progress, pending, transferred, closed, solved or withdrawn.

Non-academic Complaint	Is the second criterion of the complaint type. This type is concerned with anything outside the academic scope, like food services, transportation services, buildings, QU employees that student deal with other than instructors.
Responsible Person	Is the person holding the evaluation of the complaint. This person analyzes the situation and comes up with a satisfactory solution for the complaint.
Step-by-step Guide	This guide helps and assists students to follow an easy procedure while submitting a complaint using myBanner self-services system. It demonstrates the steps to submit a complaint whether it is by a student or faculty member.
Re-appeal	Is a procedure that students can take if they are not satisfied with the result of the decision made for a complaint they have submitted. It is basically re-submitting the same complaint asking for another solution while providing a logical reason of why students are not satisfied with the decision made.