

6.y.1 Grade Grievances

Subject	Students	Effective From	Sep - 2011
Policy #	6.y.1	Latest Revision	Dec - 2025
Title of the policy	Grade Grievances	Next Review	Dec - 2026
Responsible Entity	Department, College Council, Admission & Registration	Policy Pages	3
Definitions	AAU: Al Ain University Grievance: an official written statement of a complaint related to grade which students can submit to their respective entities. Extenuating Circumstances: exceptional and unforeseen circumstances beyond a student's control (e.g., serious illness, bereavement, accident) that have affected, or may affect, a student's ability to complete or perform in a credit-bearing assessment component.		
Purpose	The purpose of this policy is to guarantee the right of students to submit grievance statement against grades according to proceedings set forth by the		
Scope	This policy applies to students who raise any concerns related to their grade.		
Statement	The student has the right to complain about and object to the mark awarded for any credit-bearing assessment component, including but not limited to semester coursework (projects, practical or clinical assessments), the midterm examination, or the final examination, by submitting a grievance request. The student also has the right to submit a request for consideration of extenuating circumstances prior to or following a credit-bearing assessment, where exceptional circumstances beyond their control may have affected, or may affect, their performance.		
Procedures	A. Grievance procedures against a credit-bearing assessment mark (including the final course mark, midterm exam, coursework (projects, and practical/clinical assessments)): The student must fill out the grievance form for the specific assessment component and submit it to the Admission and Registration Unit, or by submitting the application electronically through the student's electronic account, within five working days from the date the mark is announced (for the final course mark) or the date the assessment result is released (for other credit-bearing components). A review fee of AED 250 applies at submission, as indicated on the grievance form. The Admission and Registration Unit forwards the appeal form to the specified college responsible for that course. The college will then respond within seven days of receiving the form.		

	The Dean of the college forms a review committee of three faculty members, excluding the instructor of the course under grievance. The instructor may be consulted for input but is not a voting member of the committee. In case an error has occurred, the committee corrects and records the correct mark on the form, signs it and delivers it to the Dean of the College. The Dean of the College submits the form to the University President, who shall issue a final decision within ten working days of receipt. The Admission and Registration Unit shall notify the student in writing of the outcome within five working days of the President's decision. B. Procedure for requests for consideration of extenuating circumstances: The student must submit a request for consideration of extenuating circumstances, together with supporting documentary evidence, to the Admission and Registration Unit or through the student's electronic account, within five working days of the affected assessment (or in advance, where the circumstances are known beforehand). The Department/College Council reviews the request and supporting evidence and reaches a decision within seven working days of receipt. The student is notified in writing of the decision within five working days of the Department/College Council's decision.
Recent Changes	Statement section broadened, per QAA recommendation, to cover all credit-bearing assessment components not limited to semester work, midterm, and final exam marks and to add the student's right to request consideration of extenuating circumstances. Added a definition of Extenuating Circumstances; added a dedicated procedure for extenuating-circumstances requests; extended the grievance procedure to cover all credit-bearing assessment components (not just the final mark); clarified that the course instructor is not a voting member of the review committee; added a decision deadline and student-notification step for the President's final decision; and disclosed the AED 250 review fee in the Procedures section.

Admission and Registration Unit – Form (A5): Appeal for Total Course Mark & Grades

Admission and Registration Unit
Form (A5)

**Appeal for total
course mark & grades**



وحدة القبول والتسجيل
نموذج رقم (A5)
تظلم من العلامة الكلية
للمساق

Academic Year	العام الجامعي		Semester	الفصل الدراسي	
Student Name					اسم الطالب
Student ID					الرقم الجامعي
Mobile No					رقم الهاتف
College & Major					الكلية والتخصص
Course Name & Code					اسم ورقم المساق
Appeal for	العلامة الكلية للمساق Total Course Mark ☐	علامة الامتحان النهائي Final Exam Mark ☐	علامة امتحان المنتصف Midterm Exam Mark ☐	علامة الأعمال الفصلية Coursework Mark ☐	التظلم على
Section					الشعبة
Instructor's Name					مدرس المساق
Date					تاريخ تقديم الطلب
Signature					توقيع الطالب

Finance Stamp			ختم وتوقيع المالية
Fees: 250 AED			الرسوم 250 درهم

خاص بالبرنامج والكلية Program & College		خاص بالقبول والتسجيل Admission & Registration	
	New Mark & Grade	العلامة الجديدة	Current Mark & Grade
Coursework Mark			علامة الأعمال الفصلية
Midterm Exam Mark			علامة امتحان المنتصف
Final Exam Mark			علامة الامتحان النهائي
Total Course Mark & Grade			العلامة الكلية للمساق
Committee Comments (Please provide Justification for change, if any)			
توقيع مدير البرنامج Program Director's signature		توقيع (عضو اللجنة) Committee member's signature	توقيع مدرس المساق Instructor's signature
College Dean Comments			
College Dean Signature			

Notes

ملاحظات

The deadline for submitting the form is 5 working days after announcing the results. لا يقبل الطلب بعد مضي 5 أيام عمل من إعلان النتائج.