

6.y. Student Grievances

Subject	Students	Effective From	Sep - 2011
Policy #	6.y.	Latest Revision	Feb - 2025
Title of The Policy	Student Grievances	Next Review	Dec - 2025
Responsible Entity	Students Grievances Standing Committee	Policy Pages	2
Definitions	AAU: Al Ain University Grievance: an official written statement of a complaint which students can submit to the president or the Chair of Grievances Standing Committee.		
Purpose	The purpose of this policy is to guarantee the right of students to submit grievance statement against AAU students or AAU staff (Academic or Admin) according to proceedings set forth by the University.		
Scope	This policy applies to AAU students who raise any concerns related to the University or AAU students.		
Statement	- The Student Grievance Committee mission is to consider grievances by AAU students against the University or the AAU students. - The Faculty Members Cases Committee mission is to consider complaints by AAU students against a Faculty Member. - The Admin Staff Members Cases Committee mission is to consider complaints by AAU students against an Admin Staff Member.		
Procedures	- The student submits the complaint to his/her Dean. - The Dean/Deputy Dean (AD) meets with the parties to the complaint to try to settle the complaint amicably. If the amicable settlement efforts succeed, the Dean/Deputy Dean proves this and notifies the President/Vice President. If the settlement efforts fail, the Dean/Deputy Dean refers the complaint to the President/vice president; Which in turn refers it to the Grievances Committee to take the necessary action. - The Chairperson of the Grievance Committee calls the Committee members to meet to consider the complaint. - The Chairperson summons the student, the complainer, to appear before the Committee in order to make a statement as is attributed to him/ her. The written meeting minutes are signed by the student and the Chairperson. - The student has the right to report on what s/he pleases of information in front of the committee, including calling for witnesses to the incident as attributed to him/ her. - The Students' Grievance Committee has the right to ask for the testimony of any person seen to be of use to the investigation. - The Grievance Committee meets to discuss and decide on the complaints referred to in the light of all the documents in its possession, then a report is written and signed by all Committee members. - The Chairperson submits the recommendations to the President of the University, along with all documents adopted by the Commission in its recommendations.		

	• The University President decides whether to approve or reject the recommendations of the Student Grievance Committee. • Via the Presidency Office, the President's decision is forwarded to the relevant entities for appropriate actions to be taken. • The Student Affairs Deanship notifies the concerned student with the final decision as well as the student's College Deanship, in order to record it in the student's file.
Recent Changes	June 2024: This policy has been revised & updated as per the CAA ERT requirements (Renewal-B.Sc. in Computer Engineering and B.Sc. in Networks and Communication Engineering).