



الجامعة العربية المفتوحة
Arab Open University

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**AOU Students' Appeals & Complaints Process and Procedures
Version:2**

AOU Students' Appeals and Complaints Procedures

AOU Principles of Appeals & Complaints Procedures

- All AOU students have the right to appeal or complain as defined in the University Bylaws and within the set time frame.
- A student who makes an appeal or complaint will not be adversely affected or disadvantaged in any way even if the appeals or complaints are not valid.
- The student will have a fair opportunity to lodge an appeal or complaint and will be informed with the outcome within a reasonable time frame.
- The students are sufficiently guided on the University's complaints system and procedures.
- Sufficient support is provided to special needs students and other vulnerable groups.
- Complaints cases are dealt with on their merit.
- Appeals & Complaints systems are transparent, responsive, and accessible to all stakeholders.
- Appeals and complaints should be addressed fairly and objectively.
- Appeals and complaints are properly reviewed and investigated
- An anonymous complaint will not be considered by the university.
- Disputes on matters of academic judgment will not be considered under the students' complaints system.

Academic Appeal:

An academic appeal is an appeal against an academic decision or a request from a student for formal review of his/her course final examination grade or course continuous assessment marks.

Appeals process – committees responsible:

- The Appeals Committee is the committee that considers student's first appeal. In every AOU, there is a Branch Appeal Committee (BAC).
- The Re-Appeals Committee is the committee that deals with the student's re-appeals (second appeal). Similar to Appeals Committee, there is a Branch Re-Appeal Committee(BRC) in every AOU-Branch.
- Re-appeal cases are allowed only for cases of previous appeals.
- The respective committees present their recommendations to the Branch Rector who submits it to the VPAA&SR, the Chair of the Central Examination Committee for approval and endorsement.
- All students' results are deemed final and irrevocable one academic semester following their declaration, and changes are prohibited thereof.

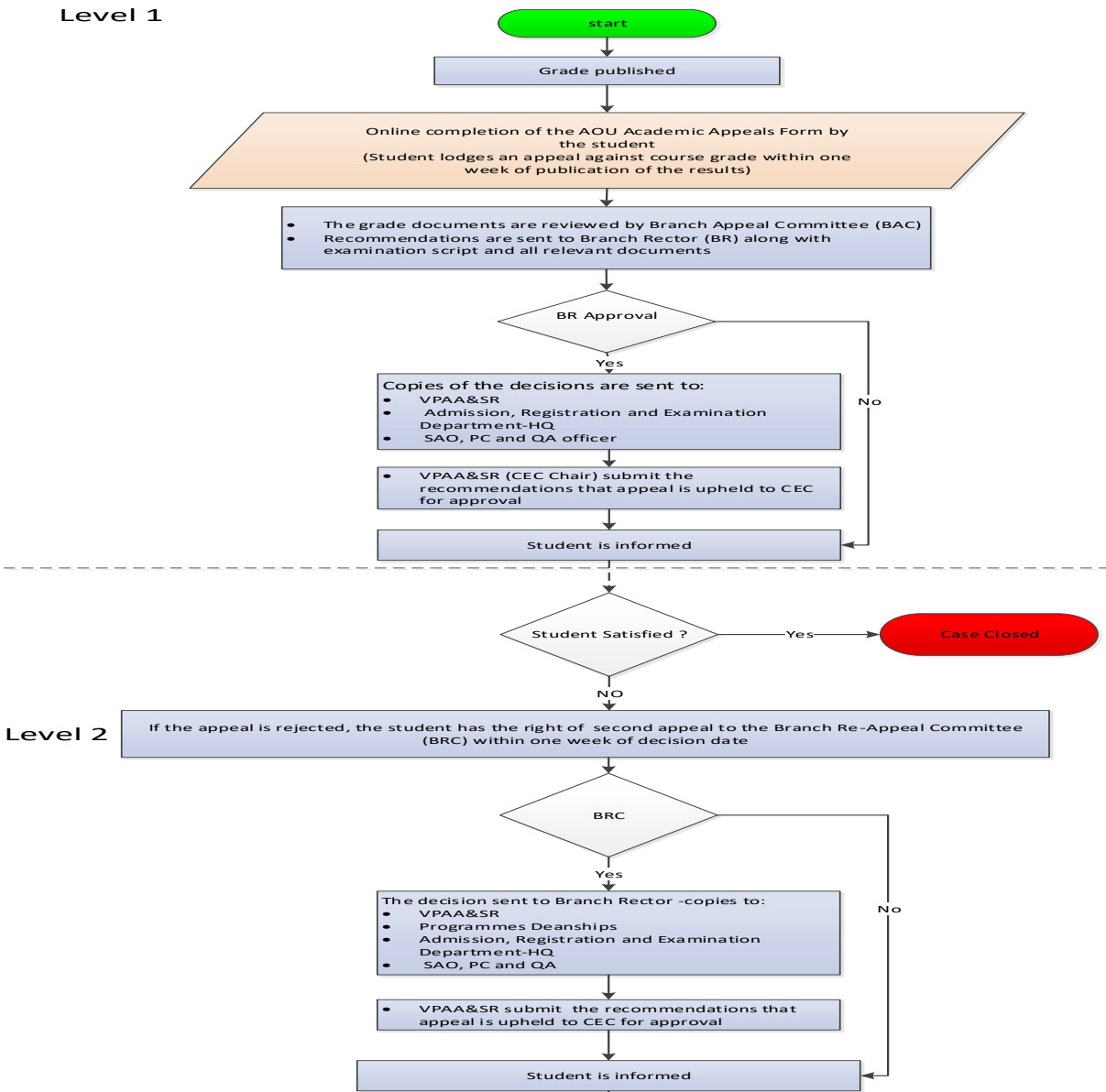
Students' Appeals:

- Students may appeal against an academic decision or request a formal review of their final course grades or course continuous assessment by filling the online appeals form within seven (7) calendar days from the announcement of the final course results. The student can also attach any relevant documents.
- Copies of the appeal form will automatically be sent to the Branch Appeal Committee (BAC, Admission & Registration Department-HQ, Student Affairs Office, the Programme Coordinator and to branch Quality Assurance Coordinator) for follow up and monitoring.
- The Branch Appeal Committee (BAC) will review the appeal and forward their recommendations to the Branch Rector along with a copy of the examination script or any other relevant documents.
- The BAC will look into the assessment or examination script to ensure that all answers are marked and that compilation of marks is conducted properly. Based on the outcome, the BAC will take a

decision. The decision is either to uphold the appeal (recommendation for change of marks) or to reject the appeal (no grounds for appeal).

- If the appeal is valid, a copy of the BAC recommendation will be sent to the Branch Rector and copies will be sent to the Vice President for Academic Affairs & Scientific Research (VPAA &SR), Admission, Registration and Examination Department-HQ, the Branch Admission & Registration Department, Student Affairs Office, the Programme Coordinator and the branch Quality Assurance Coordinator.
- The VPAA&SR will submit the appeals to the Central Examination Committee (CEC) for approval.
- The student will be notified with the decision.
- If the appeal is rejected and the student is dissatisfied with the decision of the BAC, appeal, he or she may take the appeal to a higher level by appealing to the Branch Re-Appeal Committee (BRC) through the Branch Rector within seven (7) calendar days of notification of the decision.
- The BRC will review the appeal and communicate its decision to the Branch Rector and copies will be sent to the VPAA&SR and Programmes Deanships. If the appeal is accepted, the VPAA&SR will submit the recommendations that the appeals are upheld to the CEC for approval. Copies of the decision will be sent to the Quality Assurance and Accreditation Department (QAAD), Admission, Registration and Examination Department-HQ and to the Branch Rector. The student will be informed through the Branch Rector's office.

Academic Appeals Flowchart



Any Modification of student results shall be approved by the decision of the Central Examination Committee.

Complaint:

It is an expression of dissatisfaction about the quality or adequacy of the university provision and its related services. It covers a wide range of issues such as support services, administration, facilities, teaching delivery, IT support, and other aspects of student's relationship with the University. The complaint may also be related to an administrative decision.

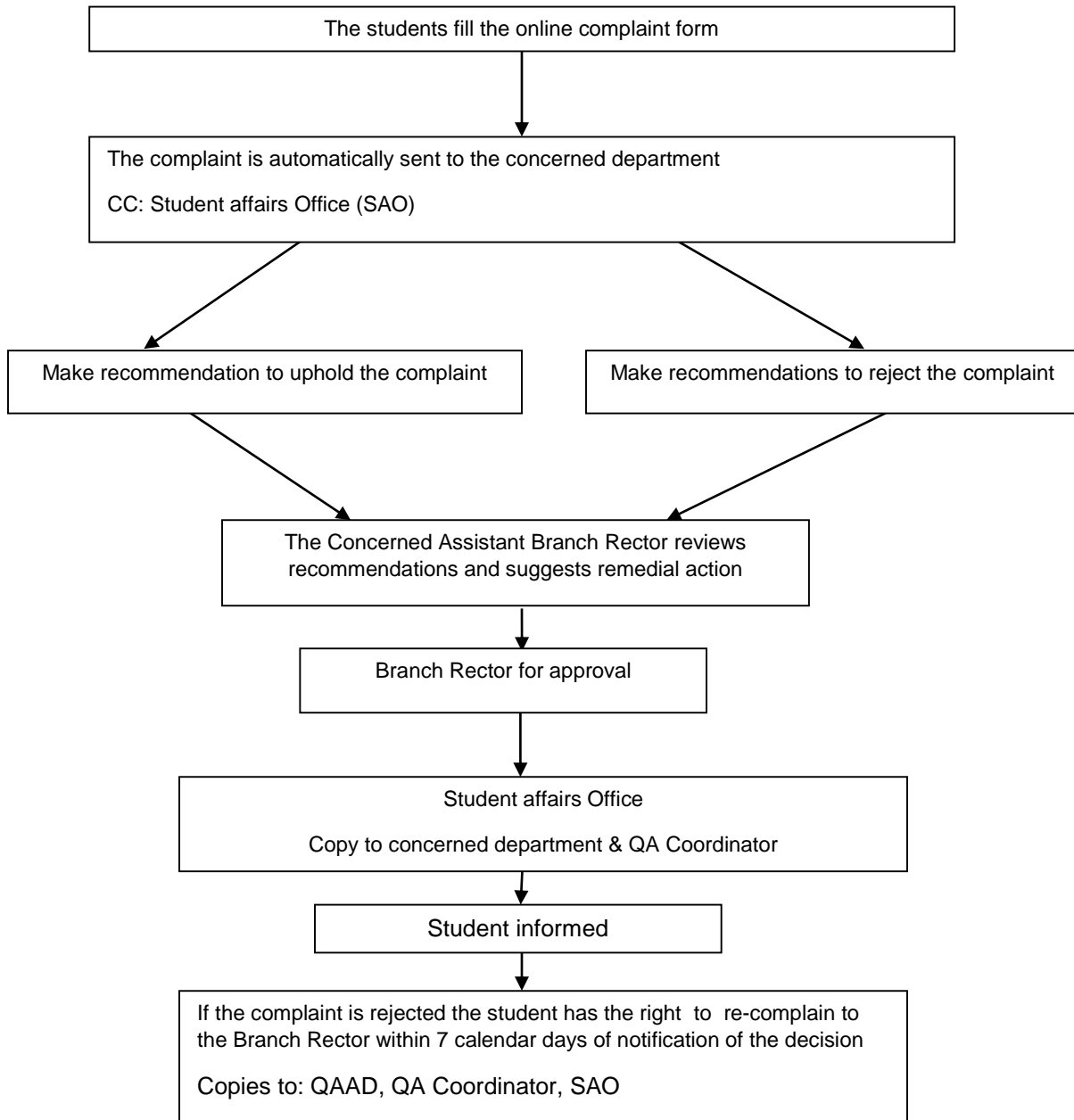
Students' Complaints:

The student may lodge a complaint any time during the academic year, by completing the University's formal student complaints form. The student must state the grounds for complaint, giving detailed reasons to support his or her case. A copy will be automatically forwarded to the concerned department and to Student Affairs Office and Branch Quality Assurance Unit/coordinator for follow up and monitoring.

- If the complaint can be addressed by the Student Affairs Office, then the office will prepare a formal response and send it to the student.
- The concerned department will examine the complaint and it may consult other members of University staff or departments if it is deemed appropriate in particular cases.
- The Concerned department may find grounds for complaint and produce a report on the case setting out its recommendations and the documentations considered.
- The report will be sent to the Assistant Director for Administration and Finance or Assistant Director for Academic Affairs based on the nature and subject of the complaints for approval.

- Upon the approval of the concerned Assistant director, the Student will be notified of the final outcome of the complaint to the student. Copies of the decision will be sent to the Branch Rector and the Branch Quality Assurance Unit/Coordinator.
- If the student is dissatisfied with the decision, he or she may re-complain to the Branch Rector within seven (7) calendar days of notification of the decision to reject the complaint. The student will be informed by the Branch Rector's office.
- Each semester a summary report and analysis of all appeal and complaints cases will be prepared by the QAU in each branch. A copy of the summary report should be sent to Quality Assurance and Accreditation Department at HQ.
- Processing complaints may take a period up to four weeks.

Formal Complaints Flowchart



Key:

BAC: Branch Appeal Committee

CEC: Central Examination Committee

BRC: Branch Re-Appeal Committee

BPC: Branch Programme Coordinator

BCC: Branch Course Coordinator

BR: Branch Rector

VPAA &SR: Vice President for Academic Affairs and Scientific Research.

ADAA: Assistant Director for Academic Affairs

ADAF: Assistant Director for Administrative & Financial Affairs

QAC: Quality Assurance Coordinator

BARD: Branch Admission & Registration Department