



Students Grievance policy at the American University of Madaba for year 2021

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This policy identifies the Purpose & procedures of receiving students' grievances and dealing with them

Article 1. General

- a. **Grievance Definition:** expressing dissatisfaction, discrimination, disappointment, or injustice by students regarding one or more academic or non-academic aspects.
- b. **Eligible applicants:** Any student formally registered at the University can fill the grievance request form. Grievance applications, however, should not be anonymous, meaning that the applicant should identify him/herself.
- c. **Grievance Outcomes:** students should be aware of the fact that it is not necessary, under all circumstances that the outcomes of their grievance applications are satisfactory to their standpoints or respond completely to their requests; rather, the outcomes should comply with the rules, policies, and regulations applied at the University.
- d. **Grievance Purpose:** students' grievances allow the University to benefit from the feedback received from students. They also assure that the voice of students is being heard by the relevant parties and that their requests, whether academic or non-academic, are not denied, neglected, ignored, or underestimated and were dealt with and appropriately resolved.
- e. **Scope of grievances:** students can place a grievance request against any academic & non-academic aspects

Article 2. Recipients of grievance requests

1. Academic grievances: Grievance requests should be submitted to:

- a. Head of the academic department;
- b. Dean of Faculty.

2. Non-academic grievances: Grievance requests should be submitted to the Dean of Student Affairs.

If the grievance request could not be handled at department or faculty levels within two weeks, the Dean can hand the case to the Vice president with justification.

If the grievance request could not be handled at deanship of students affairs within two weeks, the Dean of students' affairs can hand the case to the Vice president with justification.

Article 3. Controls applied to grievance requests: the grievance request form should be complete and should include:

- a. Student full name, Student ID University Number, Major and contact details.
- b. Full explanation of the case.
- c. The person or the entity against which the grievance application is placed.
- d. The type or cause of the damage/loss/dissatisfaction.
- e. Previous efforts/attempts made by the student to resolve the issue locally; whether at a department or faculty levels prior to the launching of the grievance request.
- f. All available/relevant information/data/details related to the case.
- g. Other documents/proofs relevant to the case.
- h. Date of the application.

Article 4. Grievance request Form

Date	
Student full Name	
SID Number	
Major/Faculty	
Year of Study	
University Email	
Contact Number(s)	
Case Explanation	
Previous actions taken prior to launching the application	
Expected outcomes	

Article 5. Grievances Register – copies maintained at academic faculties and the Deanship of Student Affairs

<u>No.</u>	<u>Student Name</u>	<u>Year of</u>	<u>Grievance</u>	<u>Topic</u>	<u>Date of</u>	<u>Student</u>	<u>Response</u>

Article 6. Steps for launching a written grievance request

1.	The student fills and places a grievance request form – Article 4.
2.	The student submits the grievance request form – Article 2.
3.	In case the form is found to be incomplete, then it is sent back to the applicant in order to revise and complete – Article 3.
4.	The grievance request form is then reviewed by the recipient- Article 2.
5.	In case the grievance request is academic, then the Dean of the relevant faculty forms a grievance committee at a faculty level to discuss the grievance request.
6.	In case the grievance request is non-academic, then the Dean of Student Affairs forms a grievance committee to discuss the grievance request.
7.	The outcomes of the grievance request are then communicated to the student(s) in two weeks at most.
8.	The outcomes of the grievance request are conclusive, yet, in case the applicant(s) was dissatisfied with the outcomes of the grievance request, he/she can appeal (by submitting a written petition) so that the grievance request is reassessed.

Article 7. Grievance committees

Grievance committees are formed at two levels:

a) **Faculty level;** typically consisting of:

1. The Dean of the relevant faculty – Chair;
2. The Head of the relevant academic department – member;
3. The academic advisor of the applicant – member.

b) **University level;** typically consisting of:

1. The Dean of Student Affairs – Chair;
2. The Vice Dean of Student Affairs – member;
3. The Dean of the relevant faculty.