



## Student complaint policy and procedure at the American University of Madaba AUM

## Student Complaint Policy and Procedure

### Preface

AUM is committed to ensuring a fair environment that fosters student learning. Students have the right to raise complaints to address issues and improve the services provided. AUM supports seeking informal resolutions of complaints through the students' association, if applicable, or through personal and direct communication in a professional manner. However, if students choose the formal approach for raising a complaint, they are requested to fill out the available complaint form.

### Where to submit the complaint

Students' complaints are submitted to the Deanship of Student Affairs/office of the Dean

### Who can complain?

Only registered students of the University can raise complaints. Anonymous complaints are not allowed.

### What complaints are not covered by this policy?

The following complaints are not covered by this policy

- Grievances
- Academic issues covered in the regulations for Awarding the Bachelor's/Master's Degree

### Procedure

The procedure for handling student complaints is as follows:

- The Student Complaints Form must be completed and include details, circumstances, desired resolution, contact information, and submitted to the Deanship of Student Affairs/Office of the Dean, who will direct it to the concerned body.
- The student will be notified and updated on the complaint status within 30 days, taking into consideration that the student might be invited to discuss the complaint.
- The student will be informed of the resolution of the complaint.

- D. Students may appeal the resolution provided within two weeks through the relevant President's Assistant.
- E. All resolved/addressed complaints are maintained within the Deanship of Student Affairs.

**Student Complaint Form**

<b>Student name:</b>			
<b>Student ID:</b>		<b>Major:</b>	
<b>Email:</b>	<b>@std.aum.edu.jo</b>	<b>Mobile:</b>	

**Description of the complaint**

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**Student signature:**

**Date of Submission:**

**Submitted to:**

**Dean of Student Affairs** \_\_\_\_\_

**Resolution**

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