



# PHOENICIA UNIVERSITY

## Student Grievance Policy

## **Student Grievance Policy**

### **Non-Academic Matters**

#### **I. Introduction:**

The purpose of the Student Grievance Policy is to provide impartial and orderly process for Phoenicia University (PU) students to resolve grievances related to non-academic matters.

#### **II. Scope of Policy:**

This policy applies to grievances where at PU student alleges that an employee or a faculty member has violated a written administrative University policy that directly affects the student. The policy covers non-academic matters including discrimination, harassment, and all administrative procedures.

#### **III. Policy Statement:**

PU is committed to providing an environment that fosters principles of fairness and equity for all its students. Therefore, any student who believes that he/she has been treated unfairly have the right to file a grievance without fear of retaliation.

#### **IV. Procedures:**

##### **1. Informal Grievance:**

Students wishing to grieve an alleged violation of the University's policies regarding non-academic matters shall, within 15 working days of any occurrence giving rise to the grievance, first contact the person responsible for the matter being grieved (the respondent) and attempt to resolve the grievance informally. Students who require assistance in identifying or contacting the person responsible may

consult the Student Affairs Office. If a resolution is reached informally, it shall be documented in writing. The documentation shall include both the underlying allegation(s) and the terms of the agreed upon resolution.

Students have the option to submit any grievances by completing the complaints form and depositing it into one of the designated complaint boxes on campus. Submitted complaints will be handled formally and in a confidential manner.

## **2. Formal Grievance**

If the informal grievance procedure does not yield a satisfactory resolution within 15 working days after the student contacted the person responsible, or in cases of urgent incidents, the student may submit a formal grievance to the Student Affairs Office (In the event that the complaint is against the Student Affairs Office, the written complaint should go directly to the Quality Assurance and Accreditation Office (QAA). The student who wishes to resolve the grievance policy must submit a written complaint to the Student Affairs Office within 45 days of the incident.

The written complaint should include the following:

- Statement of the allegation
- Description of the alleged facts
- Summary of steps the student already has taken in attempt to resolve the problem
- Name/s of the person/s thought to be responsible for the alleged events
- Other facts considered to be pertinent to the case
- Any relevant supporting documents
- Signature of the person initiating the complaint

Upon receipt of the complaint, the Non-Academic Grievance Committee shall investigate the complaint and provide a written response within 30 days. If the investigation cannot be completed within 30 days, the student will be informed of the status and provided with an estimated timeframe for completion.

The Non-Academic Grievance Committee comprises of three permanent members:

- The Supervisor of the Student Affairs Office
- The Director of the Office of the Registrar
- Legal Advisor

This investigation shall include but need not be limited to:

- Meeting/s with the person aggrieved and the person/s (or representatives of the department or program) grieved against.
- Consultation with such others as the Non-Academic Grievance Committee deems necessary to provide a thorough investigation of the grievance.
- Requiring additional documents.

The Committee shall not consider any matters not included in the written complaint.

Based on the investigations, the committee shall take any actions that it deems appropriate including:

- Dismissing the complaint without further proceedings if it determines that there would be no violation of the University policy.
- Upholding the complaint and imposing appropriate and proportional disciplinary actions against offenders as deemed necessary.

Some examples of disciplinary actions that can be imposed against the offender may include:

- Verbal Warning
- Written Warning
- Probation
- Suspension
- Expulsion

The student who submitted the complaint will be notified by email of the outcome of the investigation.

V. Confidentiality:

All parties involved in the grievance process are expected to maintain confidentiality to the extent possible. However, confidentiality cannot be guaranteed if it interferes with the university's ability to investigate the complaint fully or if required by law.

VI. Retaliation:

Retaliation against any student who files a grievance or participates in the grievance process is strictly prohibited and will result in disciplinary action.

VII. Record Keeping:

The Student Affairs Office shall retain a copy of the complaint, any amended complaint, and the decision of the Committee.

# Thank You

