# Coordinator Complaint Guide
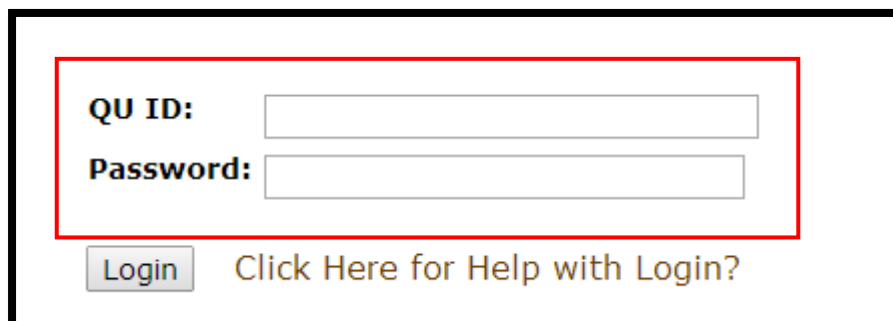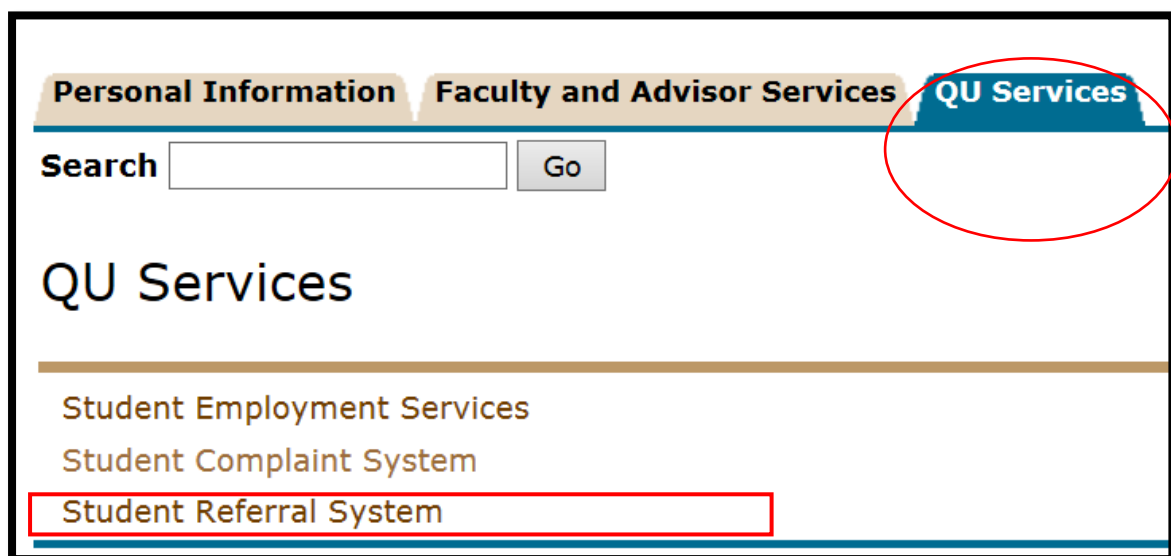
**1.** Log in to the "My Banner" portal, then click on the "Enter Secure Area". Enter your login credentials (username and password).
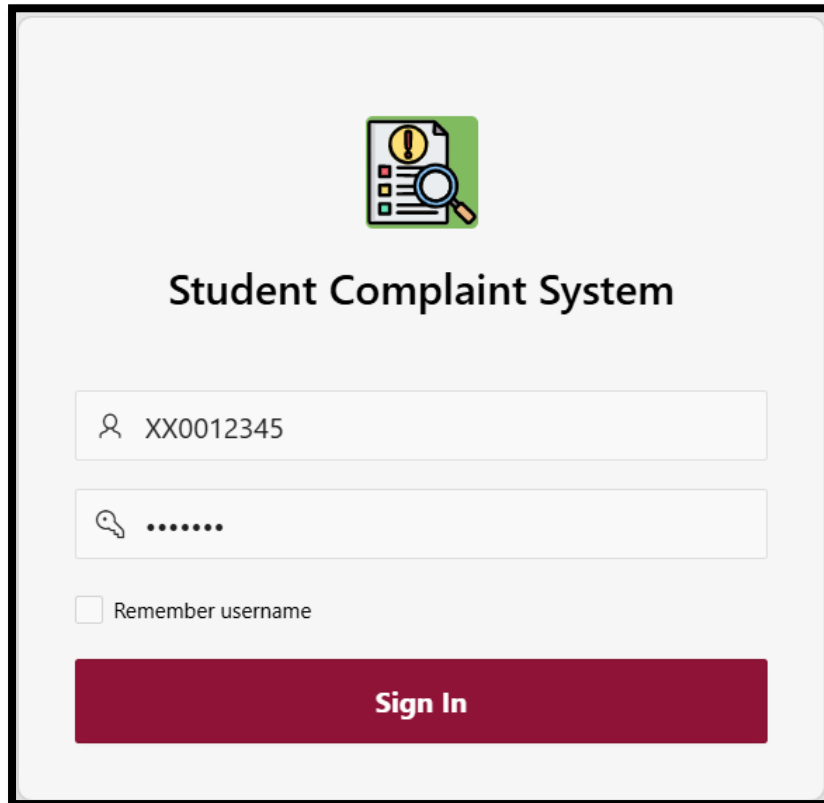


**2.** select the "QU Services" tab, then choose as "Student Complaints System" as shown.
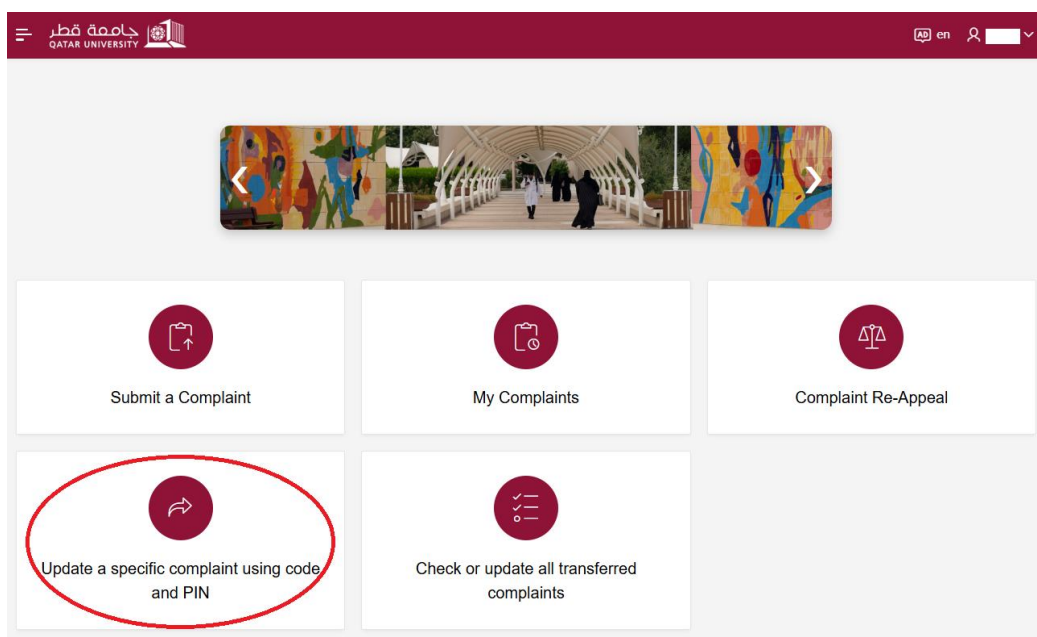
**3.** Enter your username and password.
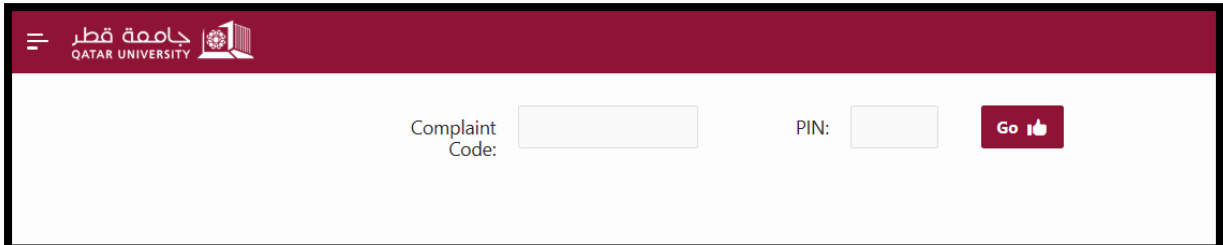


**4.** Select "Update a specific complaint using code and PIN".

**5.** Enter the complaint code and password provided by the Student Complaints Specialist, then click "GO".



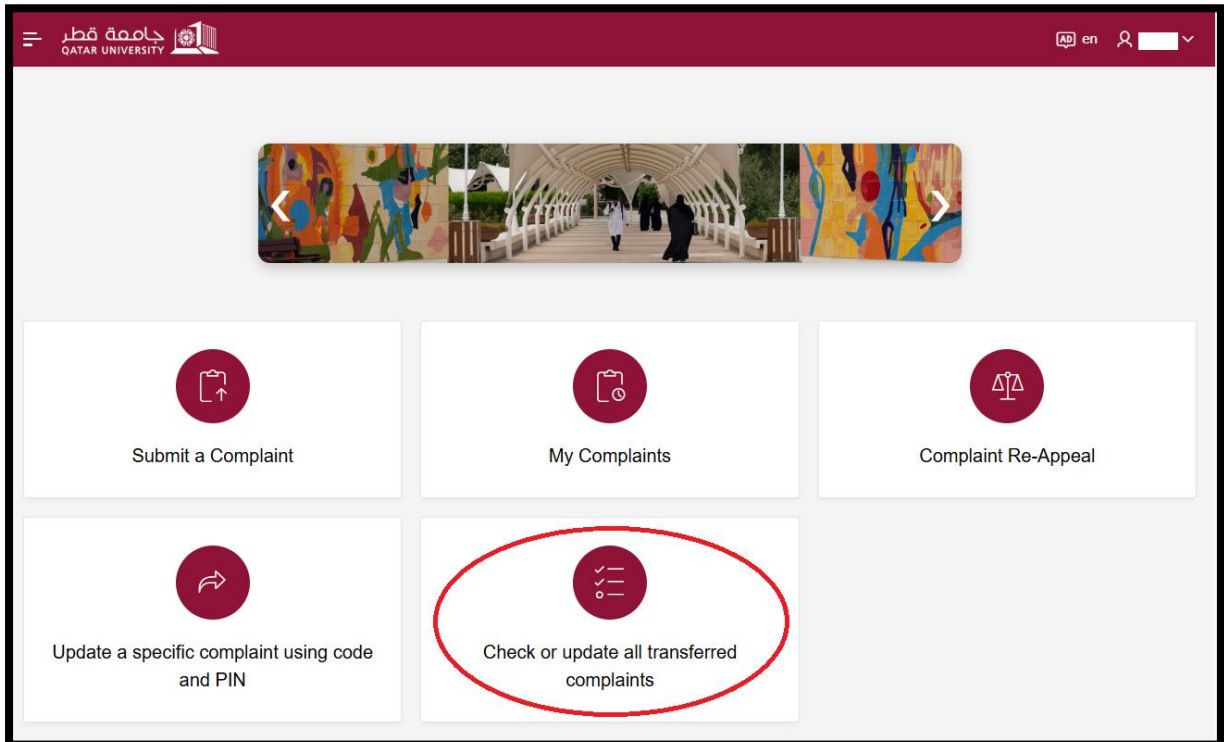**6.** The page shown below will display the student's information and complaint details. Please enter your response in the "Narrative Notes" field. You may also attach any relevant documents, then click on "Apply Changes".

**7.** Select "Check or Update All Transferred Complaints".



**8.** The page shown below will display a record of all submitted complaints/Appeals along with the status of each complaint (Transferred– Solved).

**9.** The page shown below will display the student's information and complaint details. If the complaint status is "Transferred", Please enter your response in the "Narrative Notes" field. You may also attach any relevant documents, then click on "Apply Changes". However, if the complaint status is "Closed", you can only view the response you previously submitted.