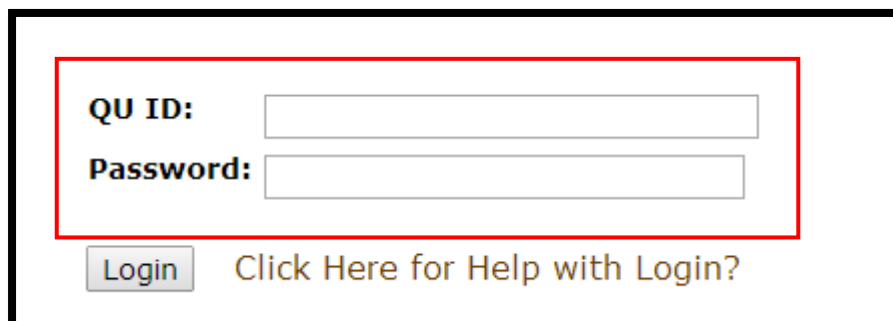


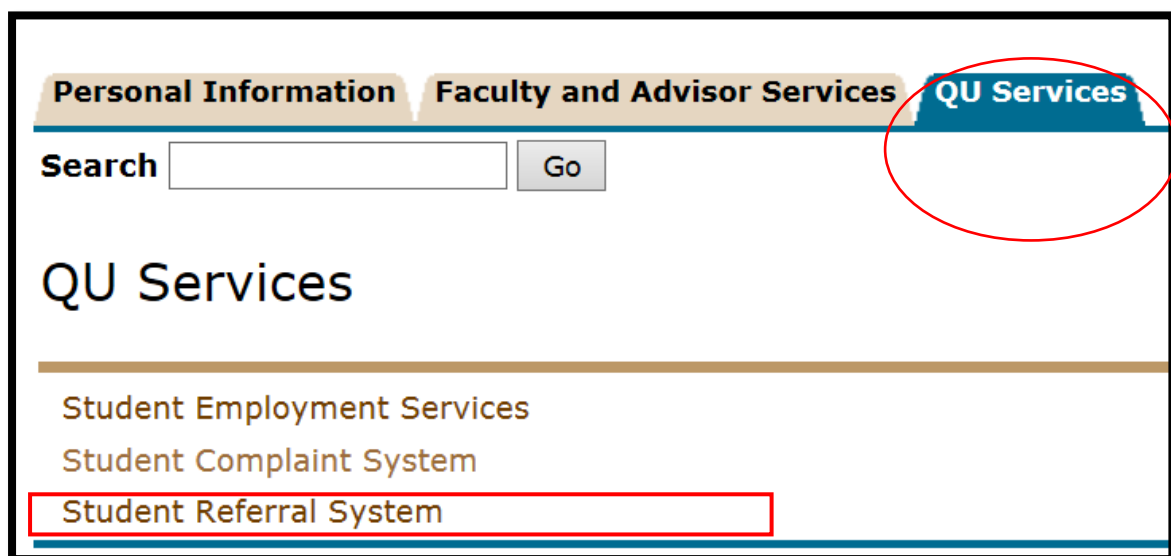
Coordinator Complaint Guide

1. Log in to the “[My Banner](#)” portal, then click on the “Enter Secure Area”. Enter your login credentials (username and password).



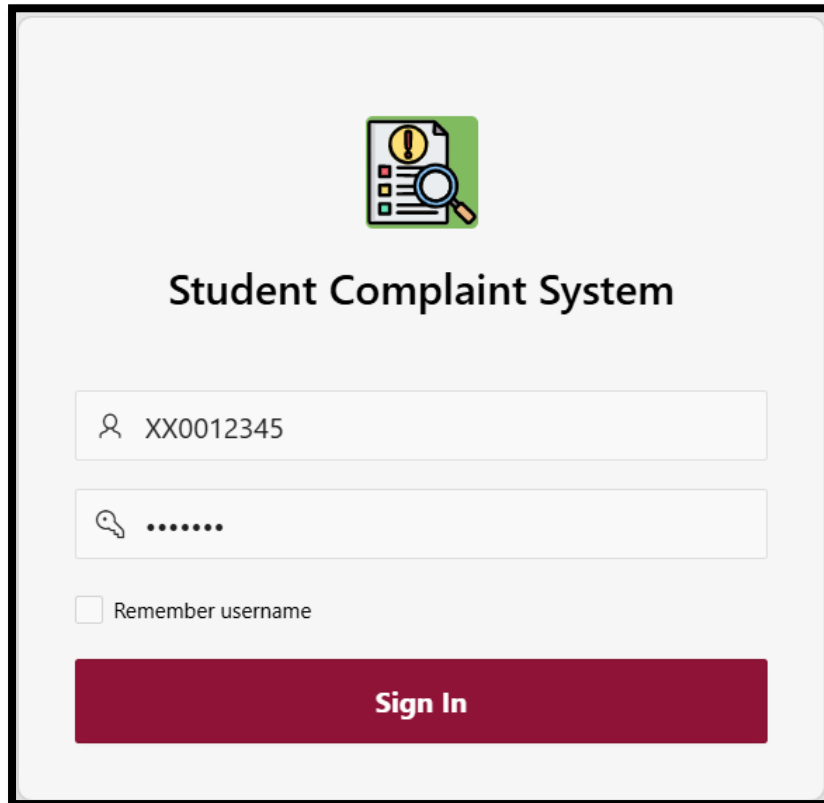
A login form with a red border. It contains two input fields: "QU ID:" and "Password:". Below the fields is a "Login" button and a link "Click Here for Help with Login?".

2. select the “QU Services” tab, then choose as “Student Complaints System” as shown.



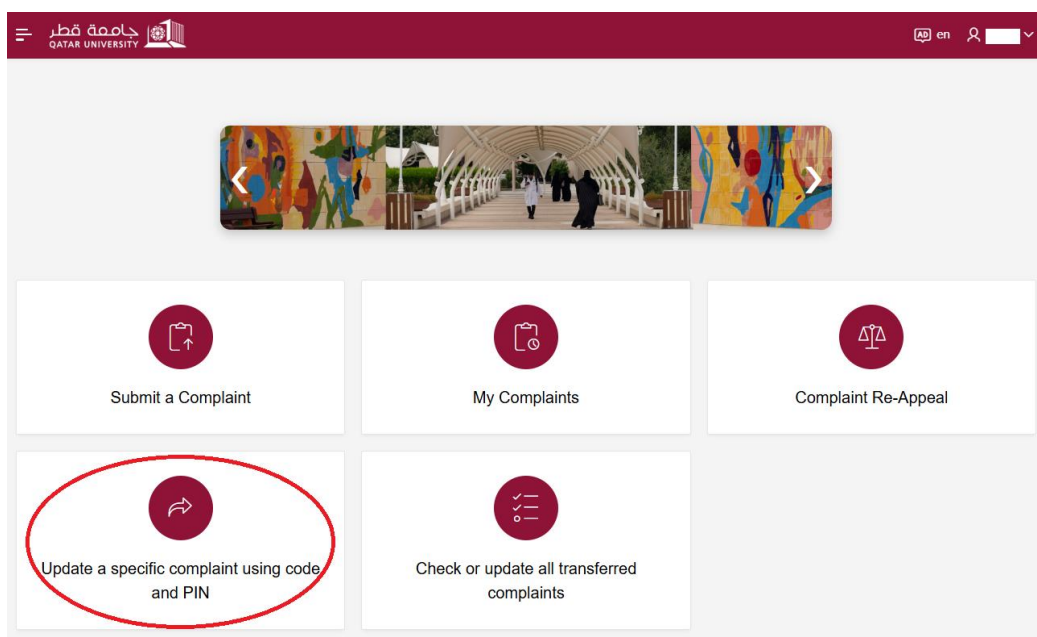
A screenshot of the QU Services portal. At the top, there are three tabs: "Personal Information", "Faculty and Advisor Services", and "QU Services". The "QU Services" tab is selected and circled in red. Below the tabs is a search bar with the text "Search" and a "Go" button. Below the search bar, the heading "QU Services" is displayed. Underneath, there is a list of services: "Student Employment Services", "Student Complaint System", and "Student Referral System". The "Student Referral System" is highlighted with a red box.

3. Enter your username and password.



The login form for the Student Complaint System. It features a header with a document and magnifying glass icon. Below the header is the title "Student Complaint System". The form includes two input fields: one for the username (labeled with a person icon) containing "XX0012345", and another for the password (labeled with a key icon) containing six dots. There is a checkbox labeled "Remember username". At the bottom is a large red button labeled "Sign In".

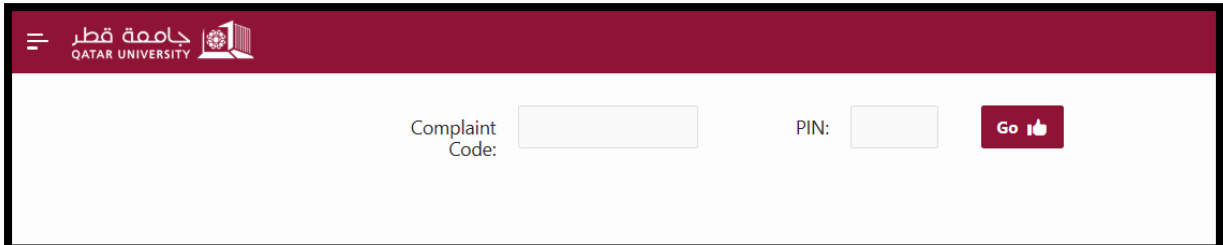
4. Select "Update a specific complaint using code and PIN".



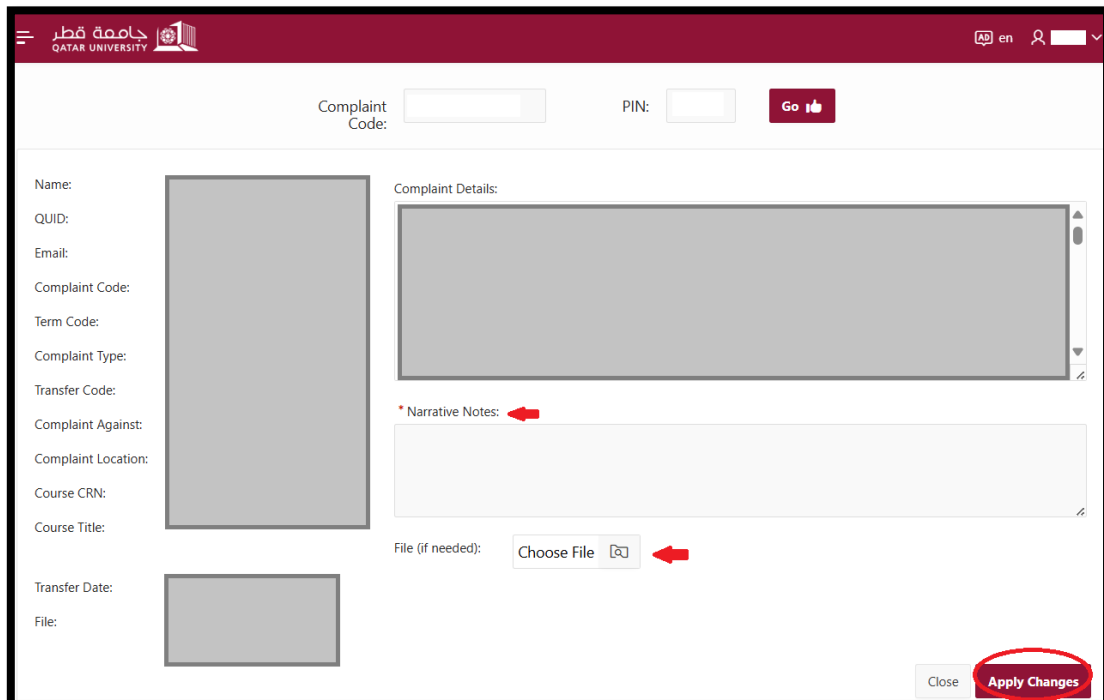
The dashboard of the Student Complaint System. It features a header with the Qatar University logo and navigation links. Below the header is a banner image showing a walkway. The dashboard contains five main action buttons arranged in a grid:

- Submit a Complaint (Icon: Document with arrow)
- My Complaints (Icon: Document with checkmark)
- Complaint Re-Appeal (Icon: Scales of justice)
- Update a specific complaint using code and PIN (Icon: Document with arrow, circled in red)
- Check or update all transferred complaints (Icon: Document with checkmark and arrow)

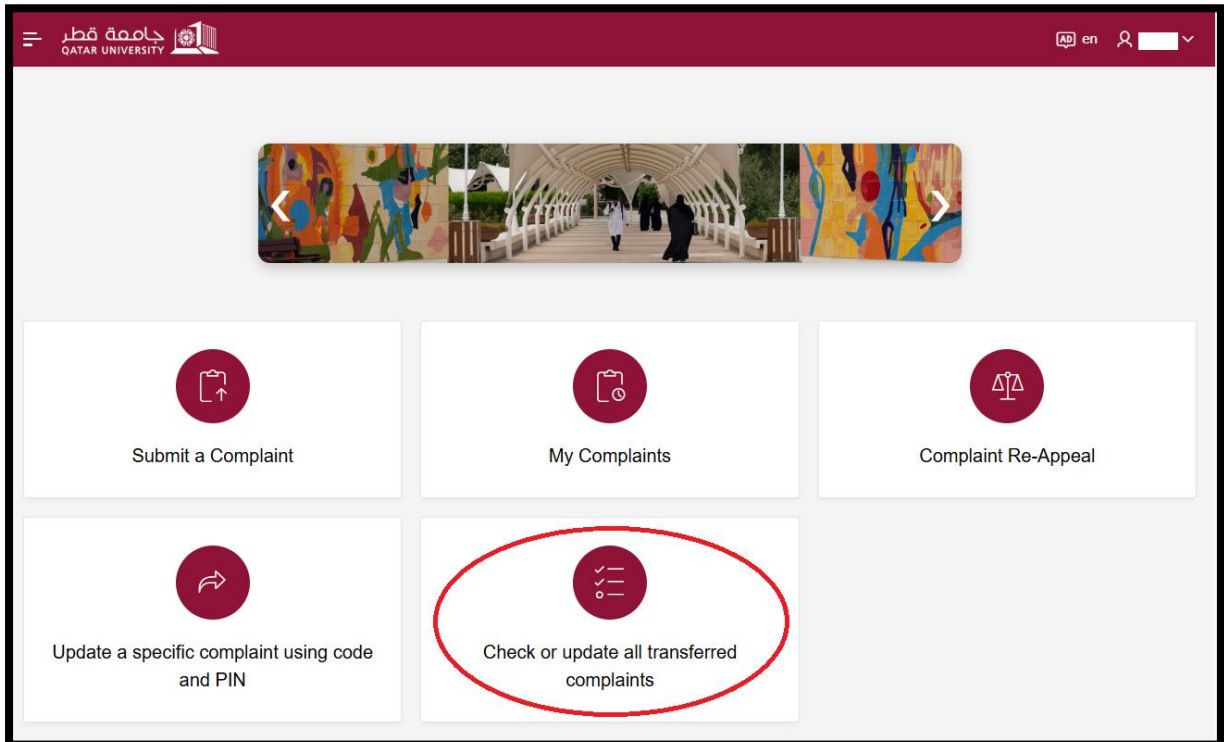
5. Enter the complaint code and password provided by the Student Complaints Specialist, then click "GO".



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).

The screenshot shows the Student Complaints System dashboard with a table of submitted complaints/appeals. The table has columns for Complaint Code, QUID, Full Name, Complaint Type, Complaint Against, PIN, Transfer Type, Status, and Details. The table contains four rows of data, with the first three rows having a status of 'CLOSED' and the last row having a status of 'TRANSFER'.

Complaint Code	QUID	Full Name	Complaint Type	Complaint Against	PIN	Transfer Type	Status	Details
			Academic			Complaint	CLOSED	Details
			Academic			Complaint	SOLVED	Details
			Academic			Appeal	SOLVED	Details
			NonAcademic			Complaint	TRANSFER	Details

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.

The screenshot displays the Student Complaints System interface. At the top, there is a header with the Qatar University logo and navigation links. Below the header, there is a search bar with fields for "Complaint Code:" and "PIN:", followed by a "Go" button. The main content area is divided into two columns. The left column contains a list of student information fields: Name, QUID, Email, Complaint Code, Term Code, Complaint Type, Transfer Code, Complaint Against, Complaint Location, Course CRN, Course Title, Transfer Date, and File. The right column contains a "Complaint Details" section with a large text area for "Narrative Notes" and a "Choose File" button. At the bottom right, there are "Close" and "Apply Changes" buttons. Red arrows point to the "Narrative Notes" field and the "Choose File" button.

Complaint Code: PIN:

Name:

QUID:

Email:

Complaint Code:

Term Code:

Complaint Type:

Transfer Code:

Complaint Against:

Complaint Location:

Course CRN:

Course Title:

Transfer Date:

File:

Complaint Details:

* Narrative Notes:

File (if needed):