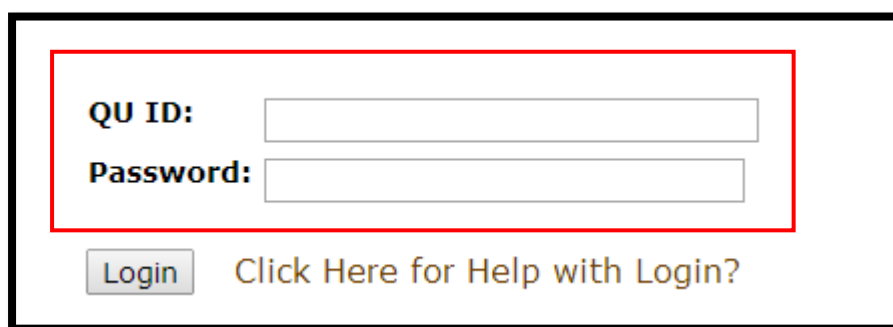


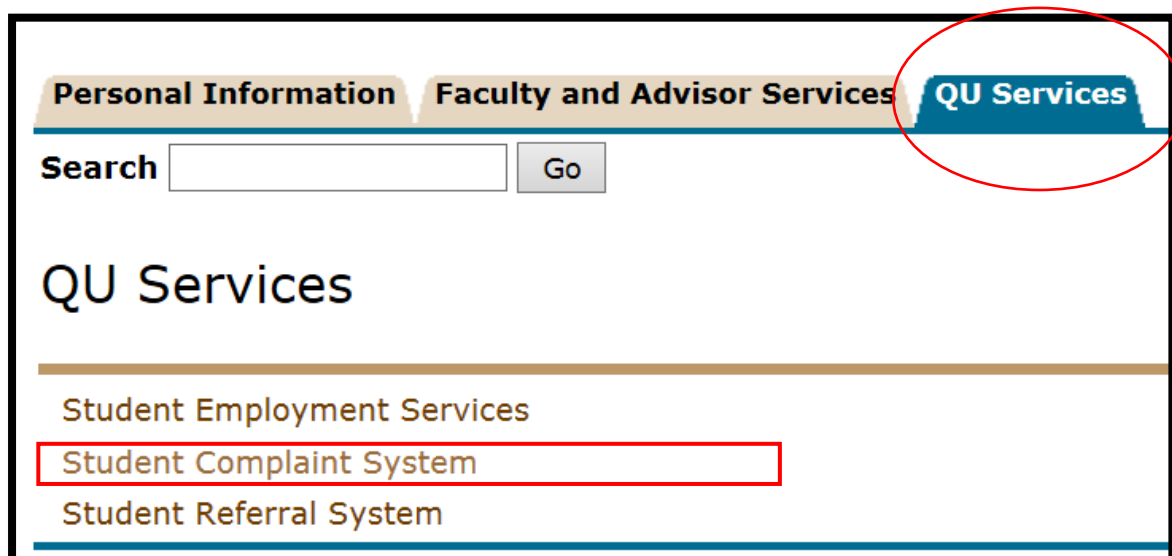
Employee and Faculty Member Guide

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



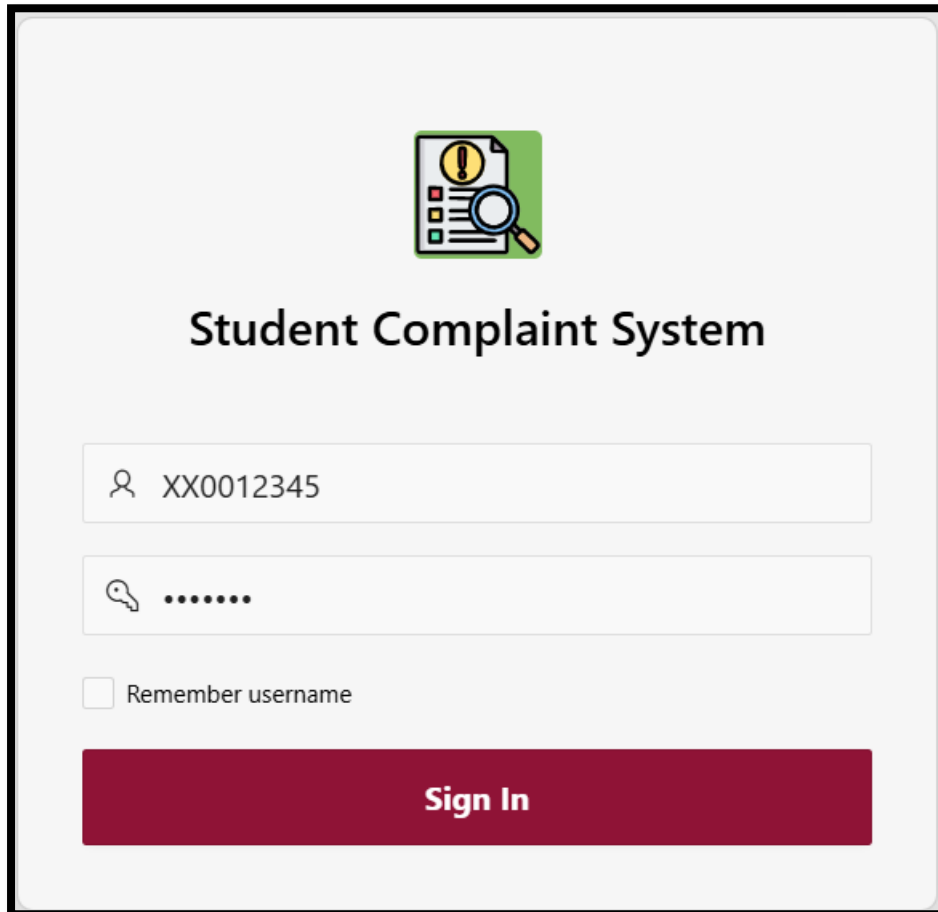
A login form with a red border. It contains two input fields: "QU ID:" and "Password:". Below the fields is a "Login" button and a link "Click Here for Help with Login?".

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



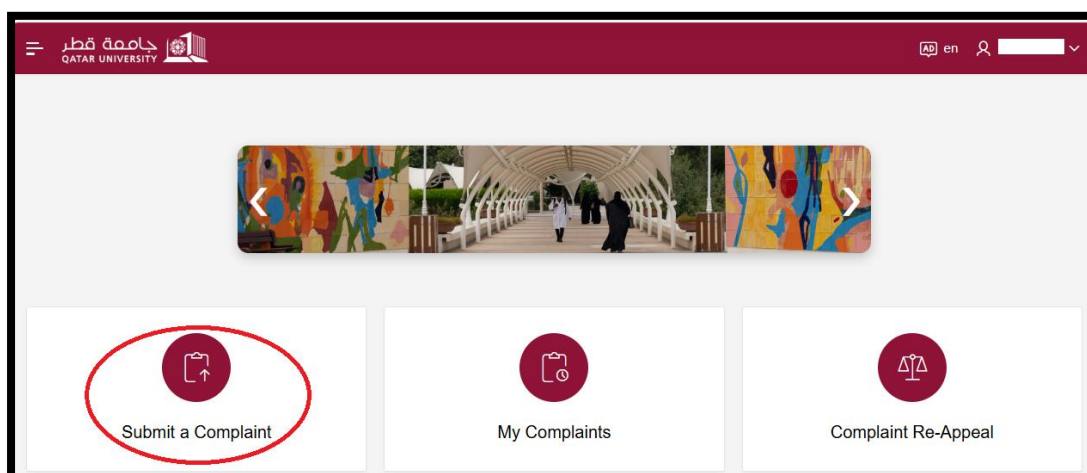
A screenshot of the "QU Services" page. At the top, there are three tabs: "Personal Information", "Faculty and Advisor Services", and "QU Services". The "QU Services" tab is selected and circled in red. Below the tabs is a search bar with the text "Search" and a "Go" button. Underneath, the heading "QU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

3. Enter your username and password.



The login form for the Student Complaint System. It features a central icon of a document with a magnifying glass and an exclamation mark. Below the icon, the title "Student Complaint System" is displayed. The form includes two input fields: the first for a username (containing "XX0012345") and the second for a password (represented by dots). A checkbox labeled "Remember username" is positioned below the password field. A prominent red "Sign In" button is at the bottom.

4. Select "Submit a Complaint".



5. Fill out the Complaint Request Form as shown below. Please select the type of complaint (academic or non-academic) and complete all required fields. You must read the "Student Complaints Policy" before submitting your complaint. You can also attach any supporting documents using the "Upload file" option in the form. After completing the form, click on "Submit Complaint". You will receive an email confirming that your complaint has been received, including your complaint code.

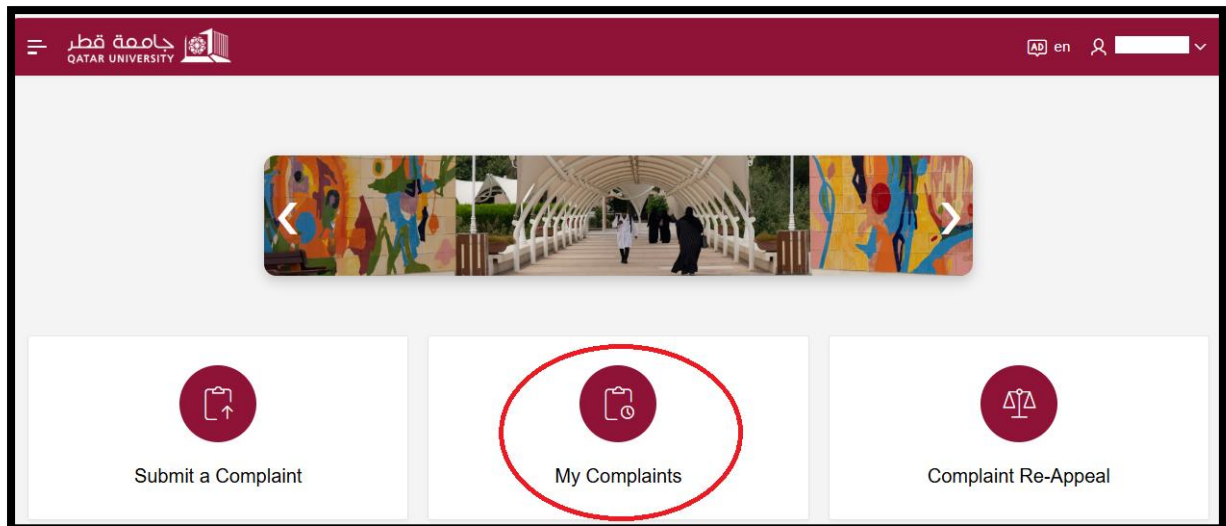
****Please note that the complaint must be submitted within ten (10) days from the date of the incident.**

The screenshot shows the 'Complaint Request Form' with the following fields and annotations:

- Mobile number:** A text field with '+974' and a red arrow pointing to it.
- * Complaint type:** Two radio button options: 'Academic Complaint' (شكوى أكاديمية) and 'Non-Academic Complaint' (شكوى غير أكاديمية). A red arrow points to the 'Academic Complaint' option, and a red arrow points to a help icon with the text 'What are academic and non-academic complaints?'.
- * Incident Date:** A date picker field with a red arrow pointing to it. Below the field, it says '(Incident should have happened within the last 10 days)'.
- * Complaint Location:** A text field with a red arrow pointing to it.
- * Complaint Details:** A large text area with a red arrow pointing to it.
- Upload file:** A 'Choose File' button with a red arrow pointing to it.
- I have read and agree to the Student Complaints Policy ***: A checkbox with a red arrow pointing to it.
- Buttons:** 'Cancel' and 'Submit Complaint' buttons at the bottom right.

- **Academic Complaint:** A complaint is considered academic only if it concerns the grading during the semester, course instructor, assignments, course registration, or any matter directly related to the course or academic services.
- **Non-Academic Complaint:** A complaint related to non-academic matters such as food services, transportation, facilities, Student or QU staff other than instructors.

6. To view and track the complaints you have submitted, please click on “My Complaints”.

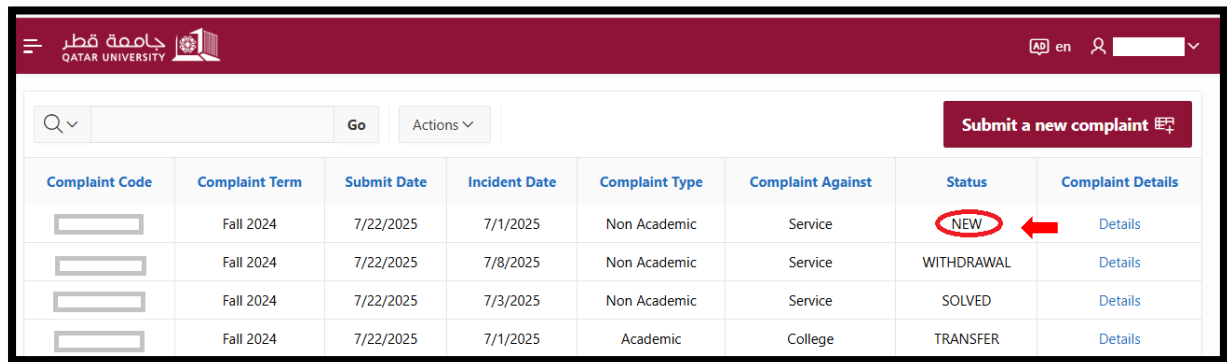


7. The page shown below will display a record of all submitted complaints along with the status of each complaint (New – Transferred – Solved).

The screenshot shows the 'My Complaints' page. At the top, there is a search bar and a 'Go' button. To the right, there is a 'Submit a new complaint' button. Below these elements is a table with the following columns: Complaint Code, Complaint Term, Submit Date, Incident Date, Complaint Type, Complaint Against, Status, and Complaint Details. The table contains four rows of data, with the 'Status' column highlighted in red.

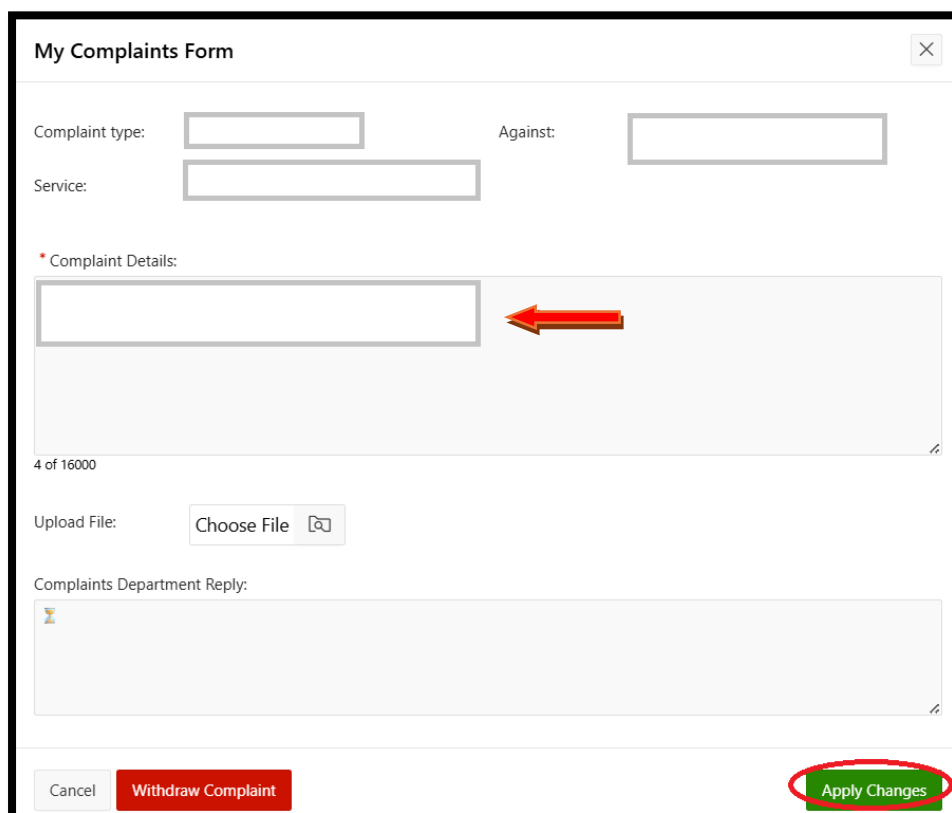
Complaint Code	Complaint Term	Submit Date	Incident Date	Complaint Type	Complaint Against	Status	Complaint Details
	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	NEW	Details
	Fall 2024	7/22/2025	7/8/2025	Non Academic	Service	WITHDRAWAL	Details
	Fall 2024	7/22/2025	7/3/2025	Non Academic	Service	SOLVED	Details
	Fall 2024	7/22/2025	7/1/2025	Academic	College	TRANSFER	Details

8. To edit the complaint text or add more details, the complaint status must be “New”.
Please click on “Details”.



Complaint Code	Complaint Term	Submit Date	Incident Date	Complaint Type	Complaint Against	Status	Complaint Details
<input type="text"/>	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	NEW	Details
<input type="text"/>	Fall 2024	7/22/2025	7/8/2025	Non Academic	Service	WITHDRAWAL	Details
<input type="text"/>	Fall 2024	7/22/2025	7/3/2025	Non Academic	Service	SOLVED	Details
<input type="text"/>	Fall 2024	7/22/2025	7/1/2025	Academic	College	TRANSFER	Details

9. The page below shows the complaint details, providing you with the opportunity to edit the complaint and attach a file. Then, click on “Apply Changes”.



My Complaints Form

Complaint type: Against:

Service:

* Complaint Details:

4 of 16000

Upload File:

Complaints Department Reply:

10. To withdraw a complaint, its status must be “New”. Please click on “Withdraw Complaint” as shown below.

The screenshot shows the 'My Complaints Form' interface. At the bottom, there are three buttons: 'Cancel', 'Withdraw Complaint' (highlighted with a red circle), and 'Apply Changes'.


11. Then choose “Withdraw Complaint”.

The screenshot shows the 'My Complaints Form' interface with a confirmation dialog box overlaid. The dialog box contains a red circle with a diagonal line and the text: 'Would you like to perform this delete action?'. Below the text are two buttons: 'Cancel' and 'Withdraw Complaint'.

12. The complaint status will change to “WITHDRAWAL”.

جامعة قطر

QATAR UNIVERSITY



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Q

Go

Actions

Submit a new complaint

Complaint Code	Complaint Term	Submit Date	Incident Date	Complaint Type	Complaint Against	Status	Complaint Details
<div></div>	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	WITHDRAWAL	Details