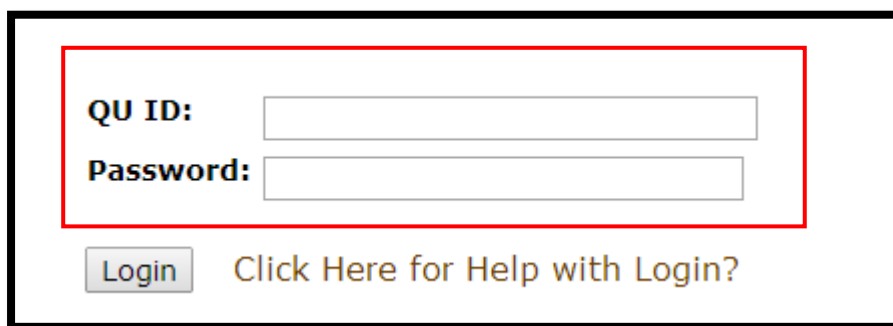


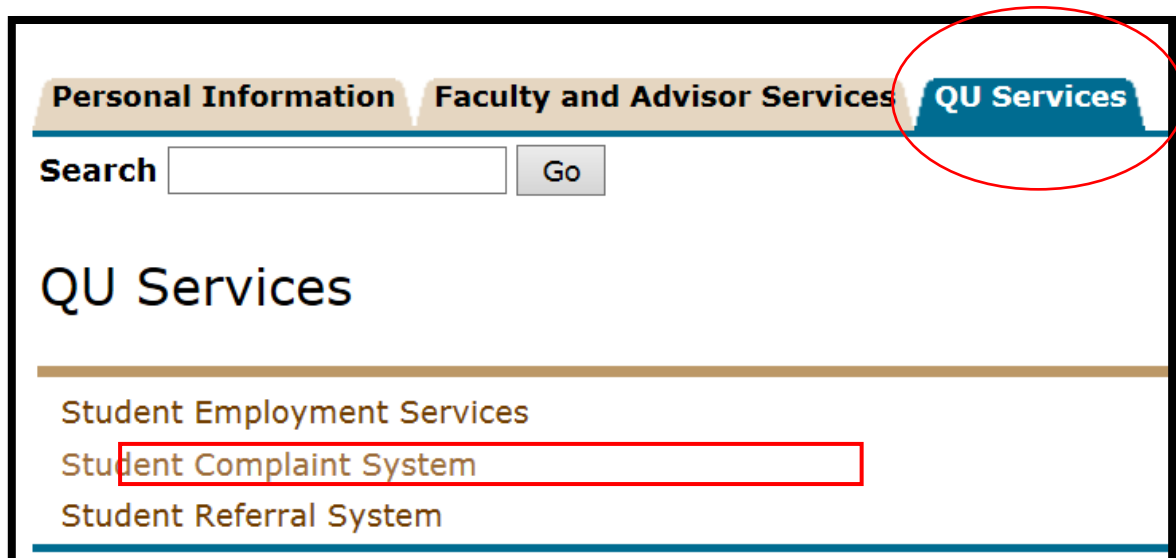
Student Guide

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



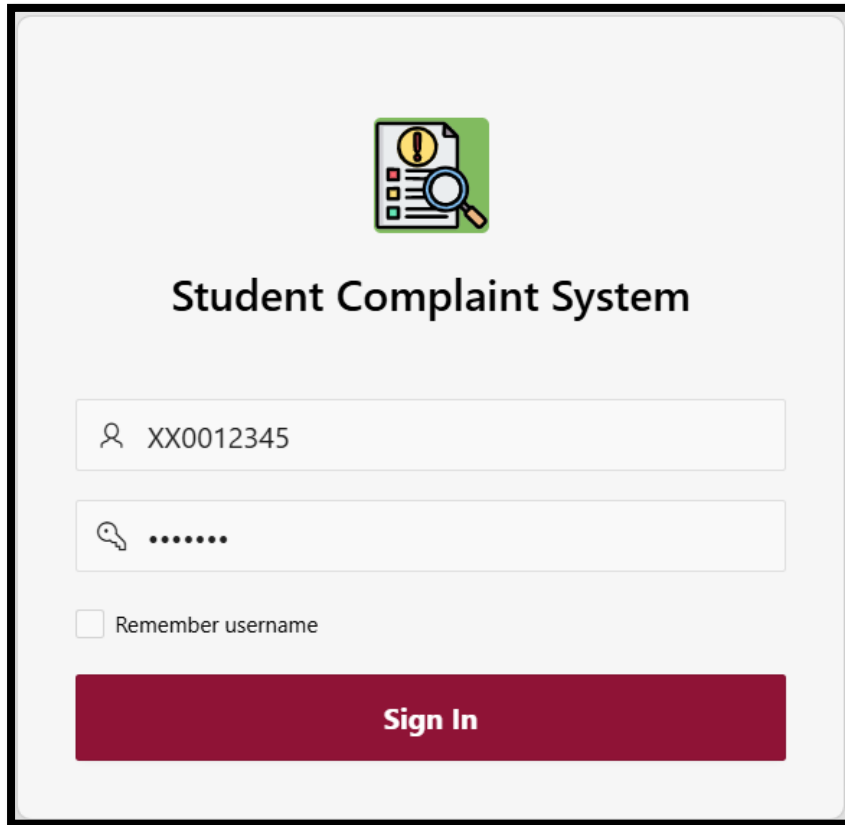
A login form with a red border. It contains two input fields: "QU ID:" and "Password:". Below the fields is a "Login" button and a link "Click Here for Help with Login?".

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



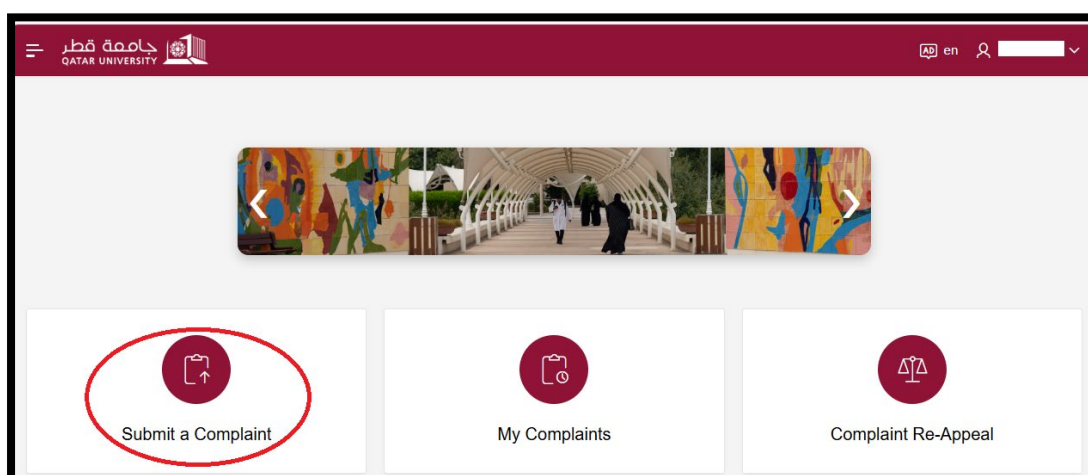
A screenshot of the "QU Services" page. The page has a navigation bar with three tabs: "Personal Information", "Faculty and Advisor Services", and "QU Services". The "QU Services" tab is highlighted with a red circle. Below the navigation bar is a search bar with the text "Search" and a "Go" button. The main content area is titled "QU Services" and lists three services: "Student Employment Services", "Student Complaint System", and "Student Referral System". The "Student Complaint System" is highlighted with a red box.

3. Enter your QUID number and password.



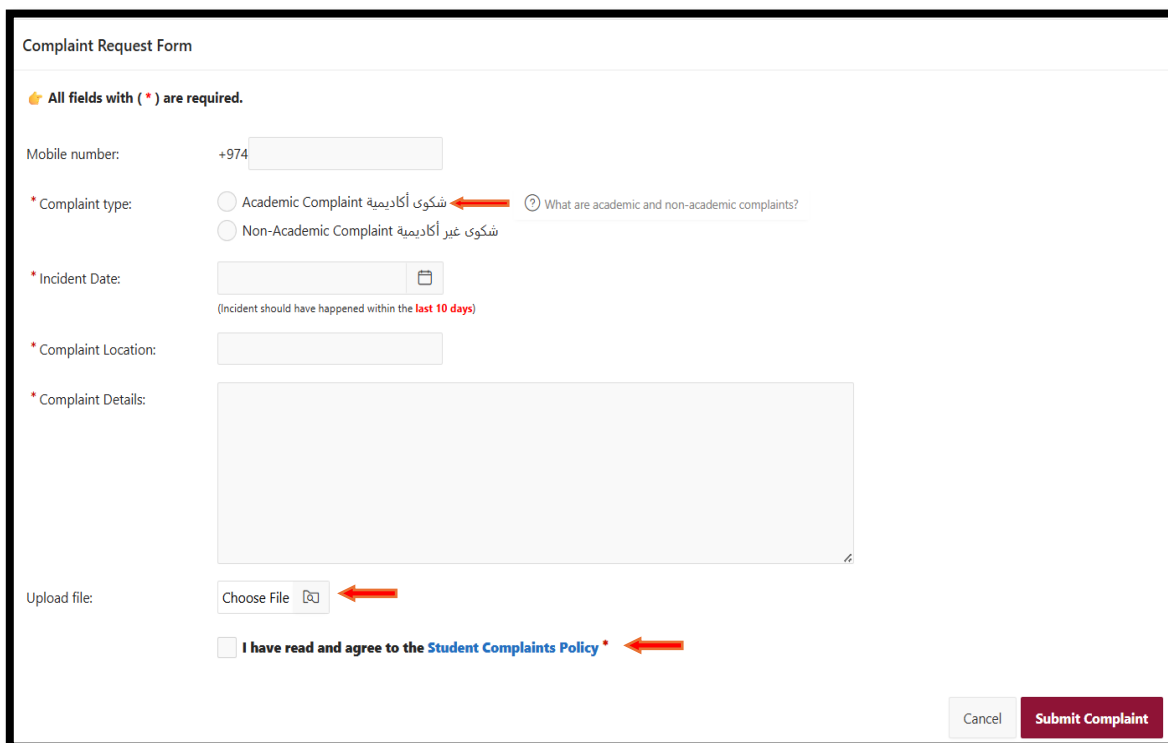
The login form for the Student Complaint System. It features a green icon with a yellow exclamation mark and a magnifying glass. Below the icon, the title "Student Complaint System" is displayed. There are two input fields: the first for the QUID number (containing "XX0012345") and the second for the password (containing six dots). A checkbox labeled "Remember username" is located below the password field. A 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.**



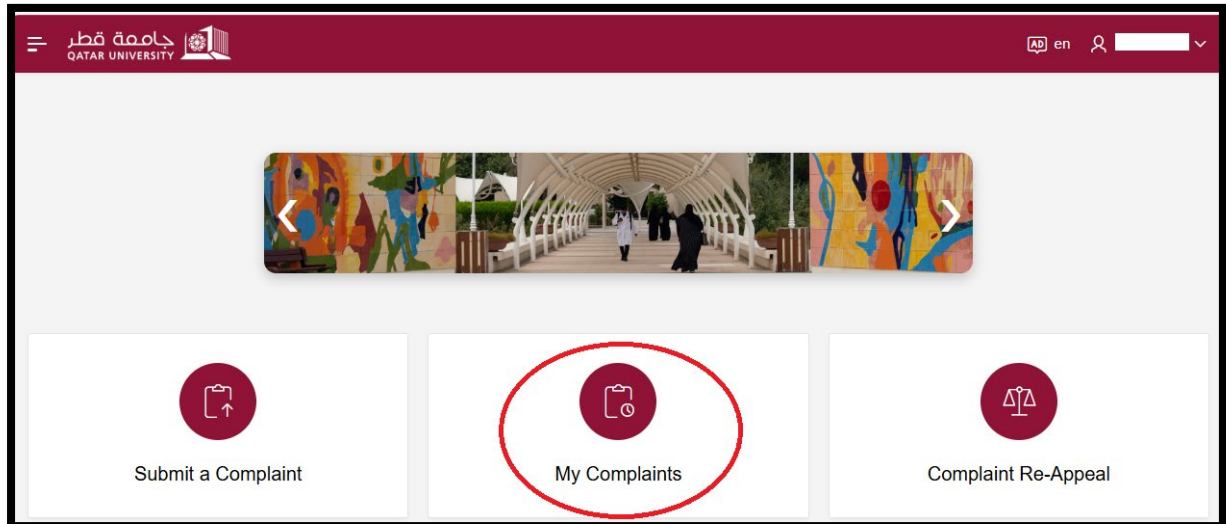
The screenshot shows the "Complaint Request Form" with the following fields and instructions:

- All fields with (*) are required.**
- Mobile number:** +974 [input field]
- * Complaint type:**
 - ☐ Academic Complaint شكوى أكاديمية (indicated by a red arrow)
 - ☐ Non-Academic Complaint شكوى غير أكاديمية

? What are academic and non-academic complaints?
- * Incident Date:** [calendar icon]
(Incident should have happened within the last 10 days)
- * Complaint Location:** [input field]
- * Complaint Details:** [large text area]
- Upload file:** [Choose File button] (indicated by a red arrow)
- ☐ I have read and agree to the [Student Complaints Policy](#) * (indicated by a red arrow)
- Buttons:** Cancel, Submit Complaint

- **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”.

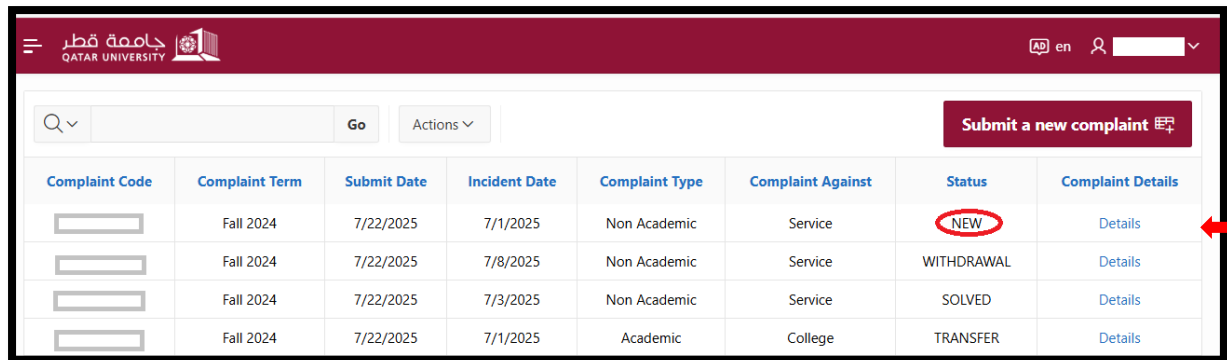


7. The page shown below will display a record of all submitted complaints along with the status of each complaint (New – Transferred – Solved).

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 is a table of complaints. The 'Status' column is highlighted with a red box.

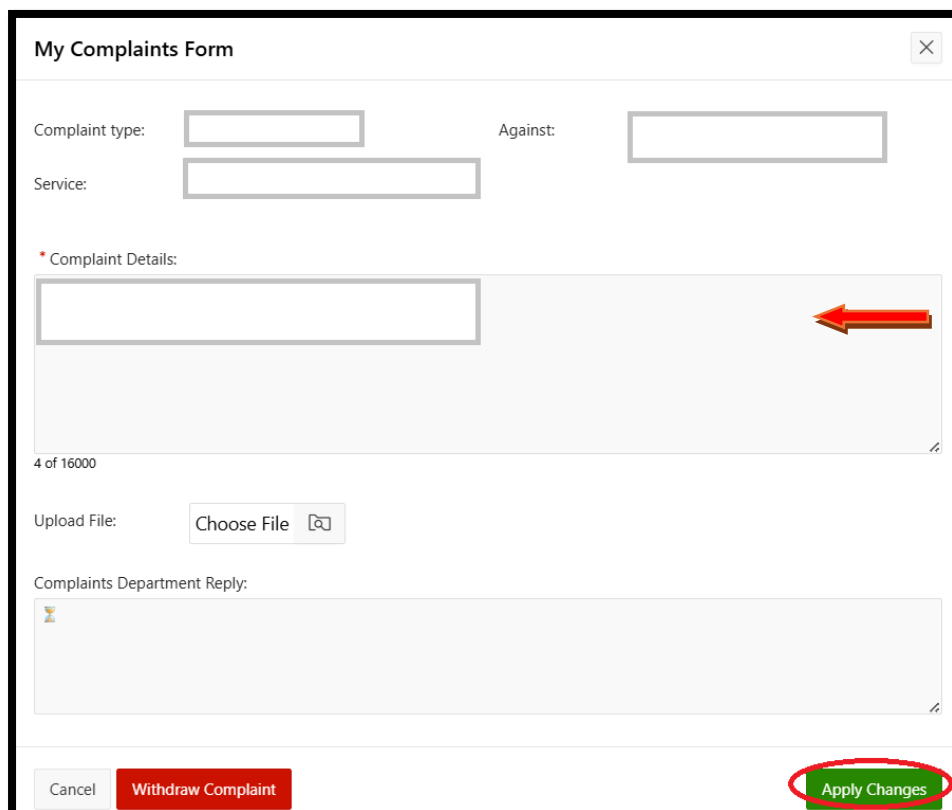
Complaint Code	Complaint Term	Submit Date	Incident Date	Complaint Type	Complaint Against	Status	Complaint Details
	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	NEW	Details
	Fall 2024	7/22/2025	7/8/2025	Non Academic	Service	WITHDRAWAL	Details
	Fall 2024	7/22/2025	7/3/2025	Non Academic	Service	SOLVED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

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:

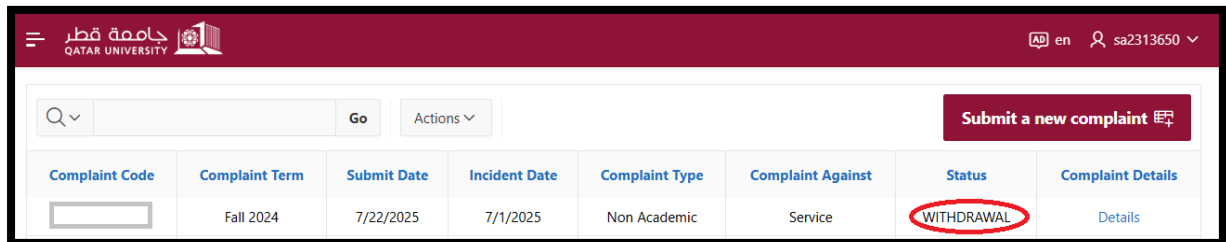
10. To withdraw a complaint, its status must be “New”. Please click on “Withdraw Complaint” as shown below.

The screenshot shows the 'My Complaints Form' interface. At the top, there are input fields for 'Complaint type:' and 'Against:'. Below these is a 'Service:' field. A section labeled '* Complaint Details:' contains a large text area with a character count '4 of 16000'. Below the text area is an 'Upload File:' section with a 'Choose File' button. At the bottom, there is a 'Complaints Department Reply:' section. The bottom of the form features three buttons: 'Cancel', 'Withdraw Complaint' (which is highlighted with a red circle), and 'Apply Changes'.

11. Then choose “Withdraw Complaint”.

This screenshot shows the same 'My Complaints Form' as in the previous image, but with a confirmation dialog box overlaid in the center. The dialog box has a red circular icon with a white diagonal line and contains the text 'Would you like to perform this delete action?'. It has two buttons: 'Cancel' and 'Withdraw Complaint'. The background form is dimmed, showing the same fields and buttons as before.

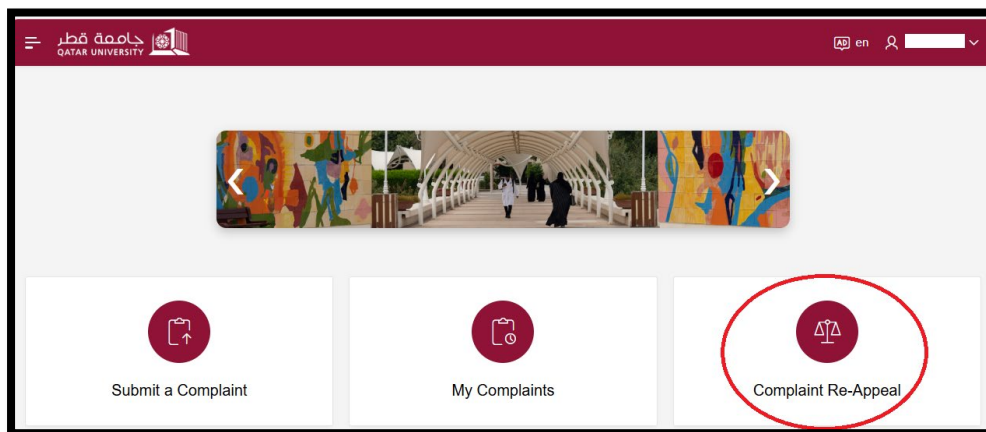
12. The complaint status will change to “WITHDRAWAL”.



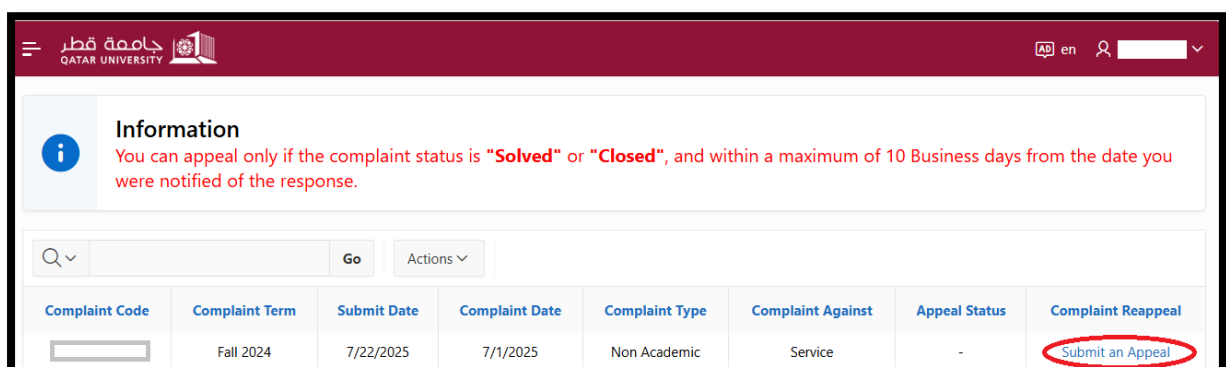
The screenshot shows the top navigation bar of the Student Complaints System with the Qatar University logo and user information. Below the navigation bar is a search bar and a 'Submit a new complaint' button. The main content area displays a table with complaint details. The 'Status' column for the selected complaint is circled in red and shows 'WITHDRAWAL'.

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	WITHDRAWAL	Details

13. To submit an appeal, the student can select “Complaint Re-Appeal”.



14. An appeal can be submitted only if the complaint status is “Solved”, and within a maximum of 10 business days of the date of notification of the response. Please click on “Submit an Appeal”.



The screenshot shows the 'Information' section of the Student Complaints System. It contains a message stating that an appeal can only be submitted if the complaint status is 'Solved' or 'Closed' and within 10 business days. Below this is a search bar and a table with complaint details. The 'Submit an Appeal' button in the 'Complaint Reappeal' column is circled in red.

Complaint Code	Complaint Term	Submit Date	Complaint Date	Complaint Type	Complaint Against	Appeal Status	Complaint Reappeal
	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	-	Submit an Appeal

- 15.** Please fill out the Re-appeal form as shown below. Attach any supporting documents using the “Upload File” option in the form. After completing the form, click “Submit”. You will receive an email confirming that your appeal has been received, including your appeal code.

Re-appeal

Complaint Code:

* Appeal Details:

Upload File:

Choose File

Cancel

Submit