

Student Grievance Guide

If the student believe that she/he has been treated unfairly by the university staff, department staff, and faculty member, student can initiate a complaint according to the University Student Rights and Duties Regulations. The complaint is submitted by the student electronically.

Grievance Pathway



Important Considerations

- The grievance will not be closed unless the student agrees to do so, after being informed of the ruling of the various authorities.
- If the grievance is against the Head of Department, the claim goes to the Sub-committee for the Protection of Student Rights in the college
- If the grievance is against the Dean of the College, the claim goes to the Permanent Committee for the Protection of Student Rights
- If student claim not processed in the allotted time, it goes to the next step automatically



Link to Submit Grievance (for students only)