

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).

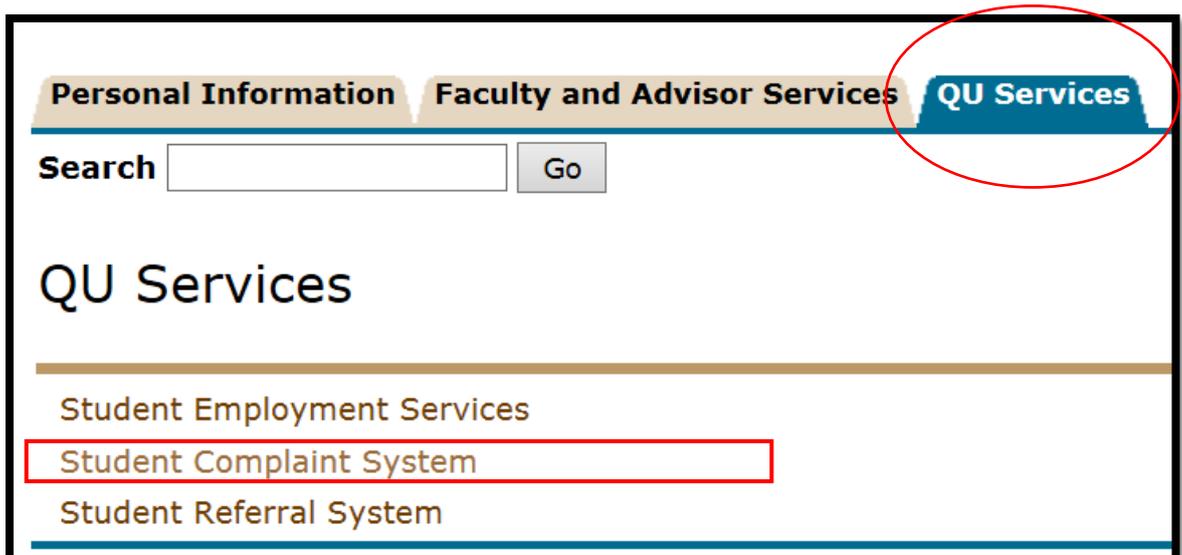


QU ID:

Password:

Login [Click Here for Help with Login?](#)

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



Personal Information Faculty and Advisor Services **QU Services**

Search Go

QU Services

Student Employment Services

Student Complaint System

Student Referral System

3. Enter your username and password.

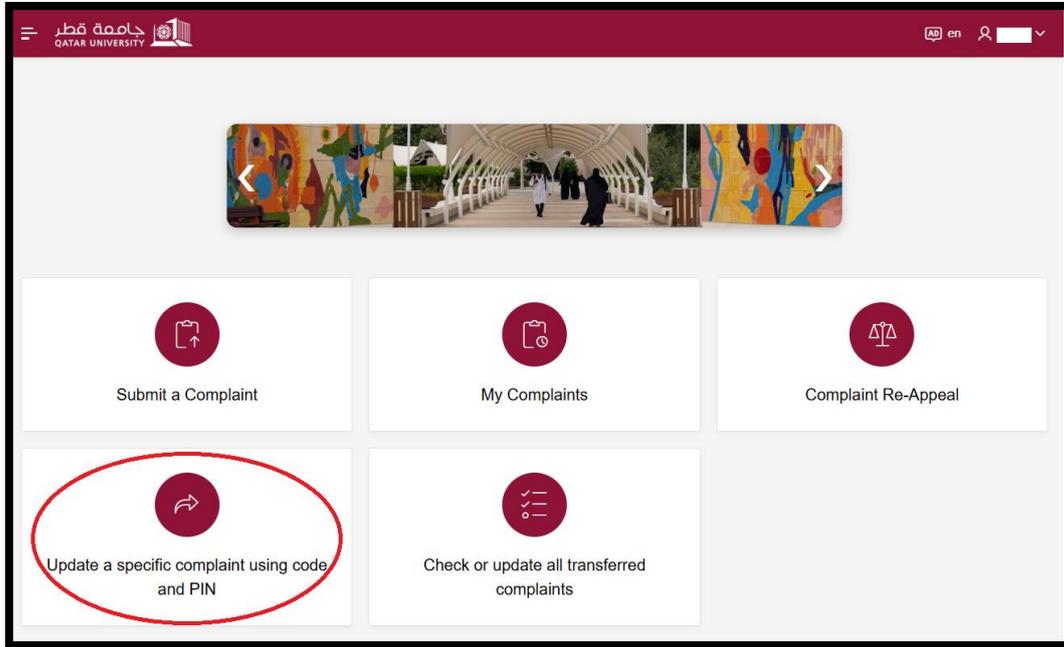


Student Complaint System

Remember username

Sign In

4. Select “Update a specific complaint using code and PIN”.



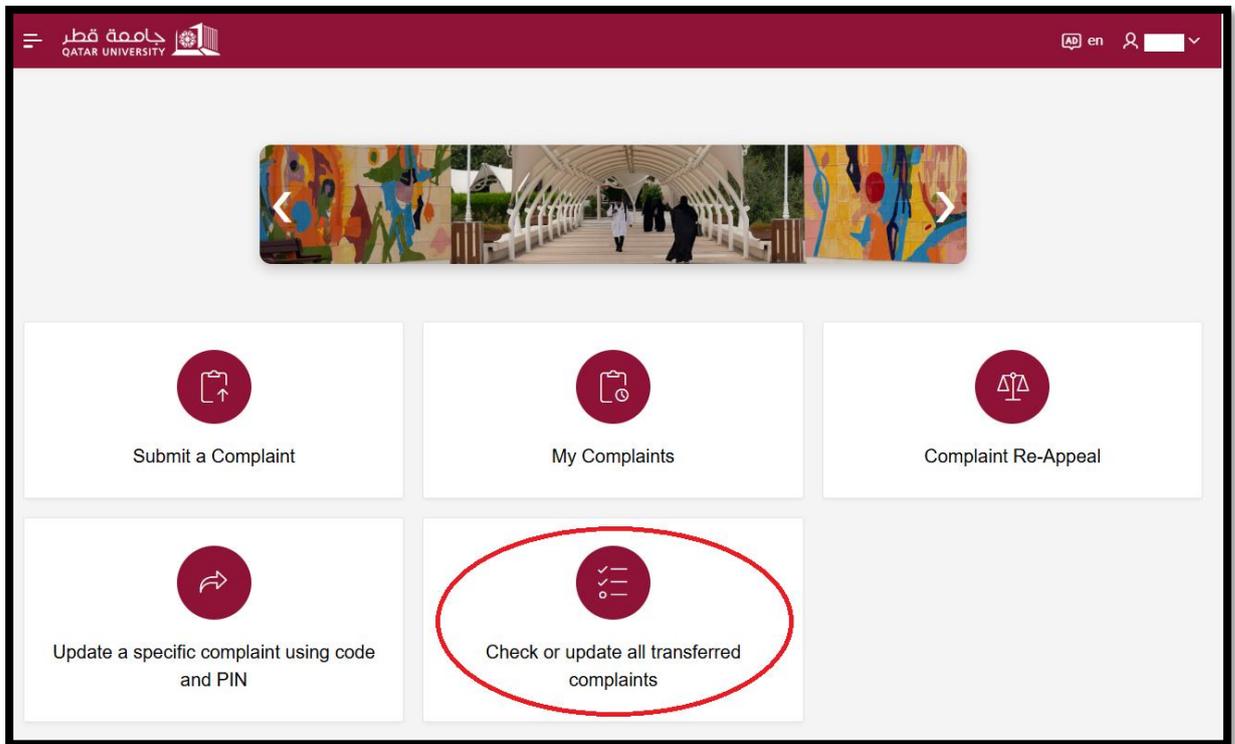
5. Enter the complaint code and password provided by the Student Complaints Specialist, then click "GO".

The screenshot shows the login form for the Student Complaints System. At the top, there is a dark red header with the Qatar University logo. Below the header, there are two input fields: 'Complaint Code:' and 'PIN:'. To the right of the 'PIN:' field is a red 'Go' button with a thumbs-up icon.

- 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".

The screenshot displays the Student Complaints System interface. At the top, there is a header with the Qatar University logo and navigation options. Below the header, there are input fields for "Complaint Code:" and "PIN:", followed by a "Go" button with a thumbs-up icon. The main content area is divided into two columns. The left column contains a list of labels for student information: 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, a "Narrative Notes:" section with a red arrow pointing to it, and a "File (if needed):" section with a "Choose File" button and a red arrow pointing to it. At the bottom right, there are "Close" and "Apply Changes" buttons, with the latter circled in red.

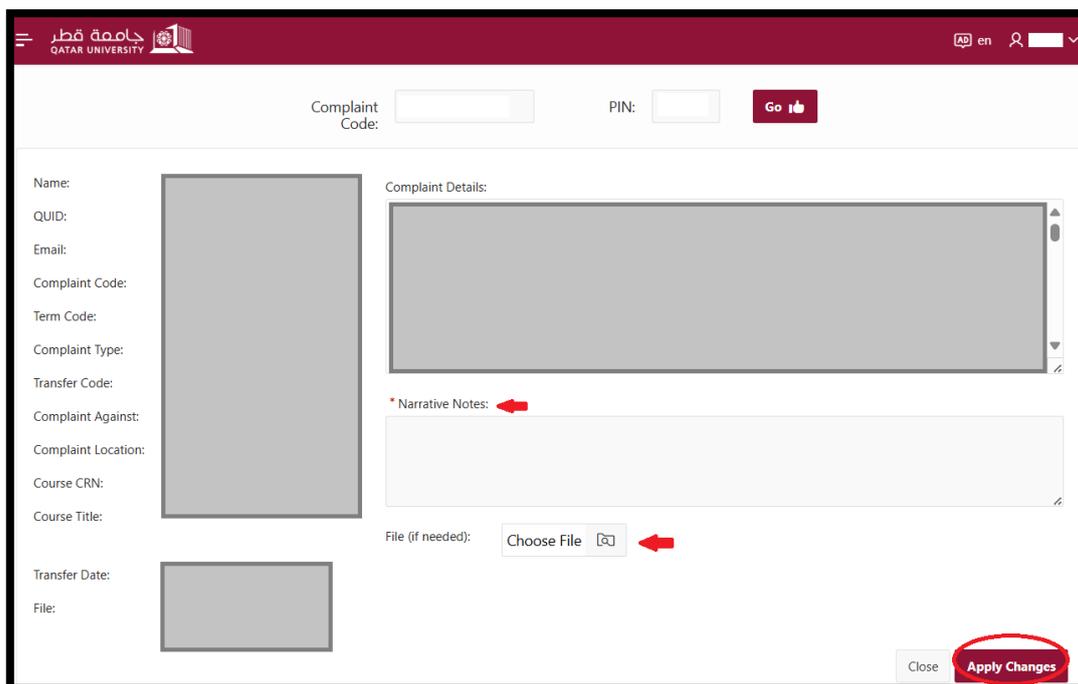
7. Select "Check or Update All Transferred Complaints".



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

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 shows the following interface elements:

- Header:** Qatar University logo and navigation icons.
- Search/Filter:** Fields for "Complaint Code:" and "PIN:" with a "Go" button.
- Form Fields:**
 - Name: [Redacted]
 - QUID: [Redacted]
 - Email: [Redacted]
 - Complaint Code: [Redacted]
 - Term Code: [Redacted]
 - Complaint Type: [Redacted]
 - Transfer Code: [Redacted]
 - Complaint Against: [Redacted]
 - Complaint Location: [Redacted]
 - Course CRN: [Redacted]
 - Course Title: [Redacted]
 - Transfer Date: [Redacted]
 - File: [Redacted]
- Complaint Details:** A large text area for details, currently redacted.
- Narrative Notes:** A text area for adding notes, with a red arrow pointing to it.
- File Upload:** A "Choose File" button with a red arrow pointing to it.
- Buttons:** "Close" and "Apply Changes" (circled in red) buttons at the bottom right.