

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).

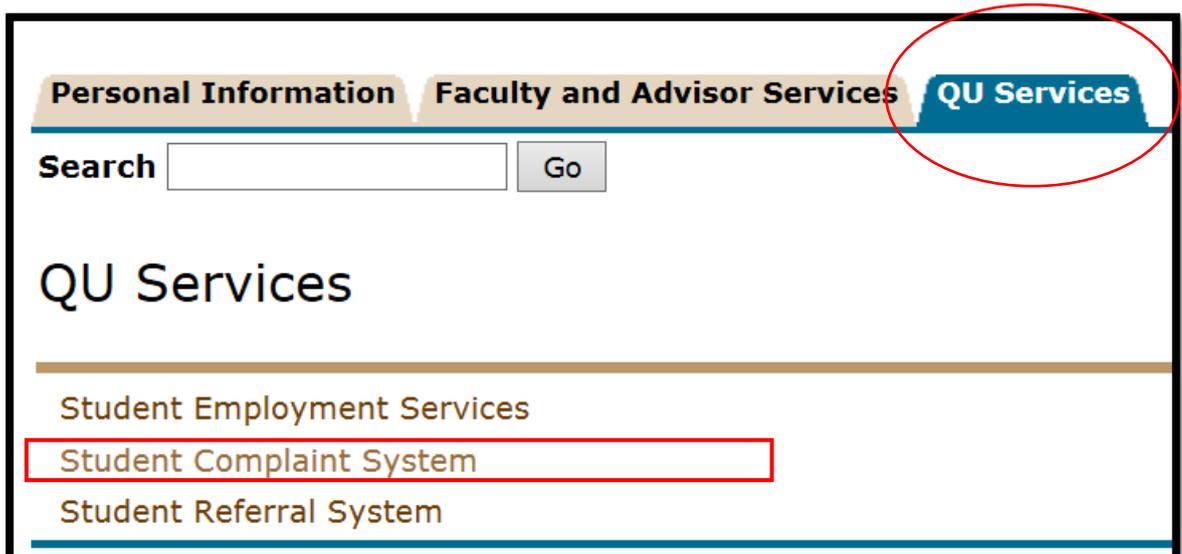


QU ID:

Password:

[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**

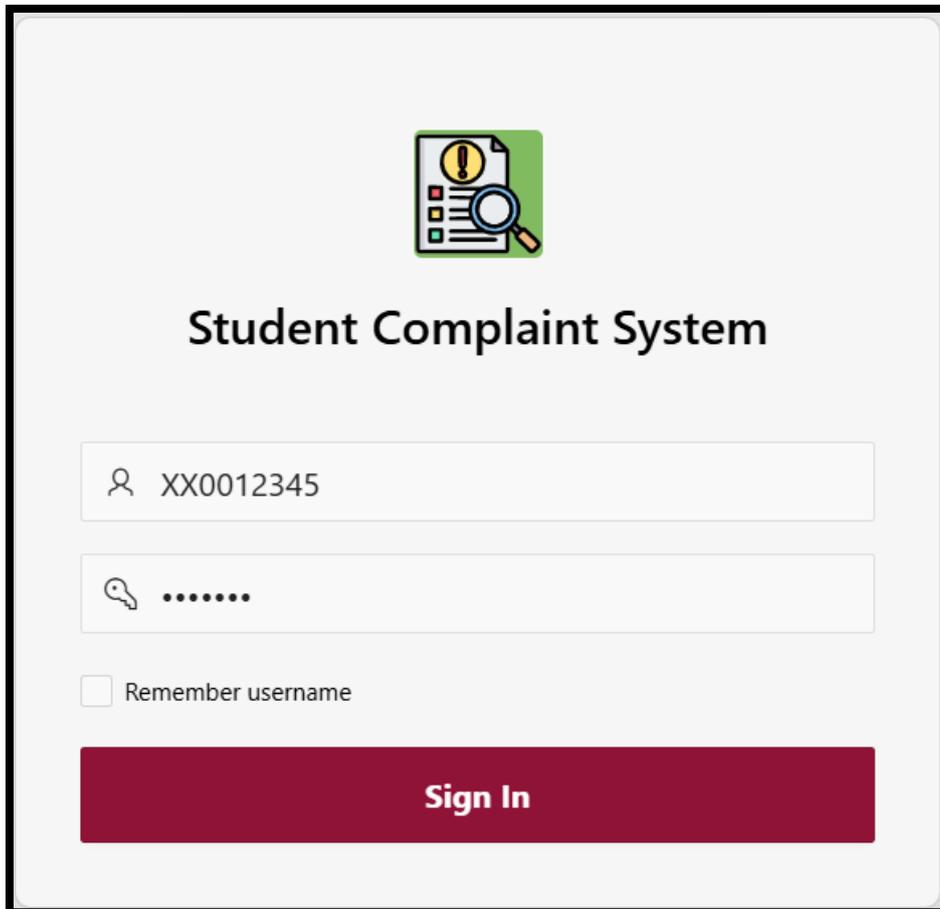
Search

QU Services

Student Employment Services

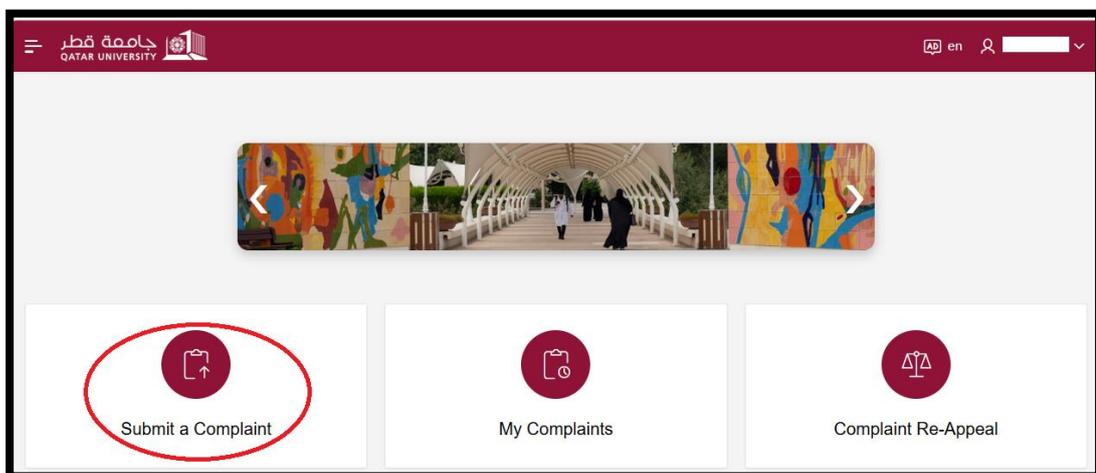
Student Referral System

3. Enter your username and password.



The image shows a login form for the Student Complaint System. At the top center is an icon of a document with a magnifying glass and an exclamation mark. Below the icon is the title "Student Complaint System". There are two input fields: the first contains the username "XX0012345" and the second contains a password represented by seven dots. Below the password field is a checkbox labeled "Remember username". At the bottom is a large red button with the text "Sign In".

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.**

Complaint Request Form

👉 All fields with (*) are required.

Mobile number: +974

* Complaint type: Academic Complaint شكوى أكاديمية ← Non-Academic Complaint شكوى غير أكاديمية ? What are academic and non-academic complaints?

* Incident Date:
(Incident should have happened within the last 10 days)

* Complaint Location:

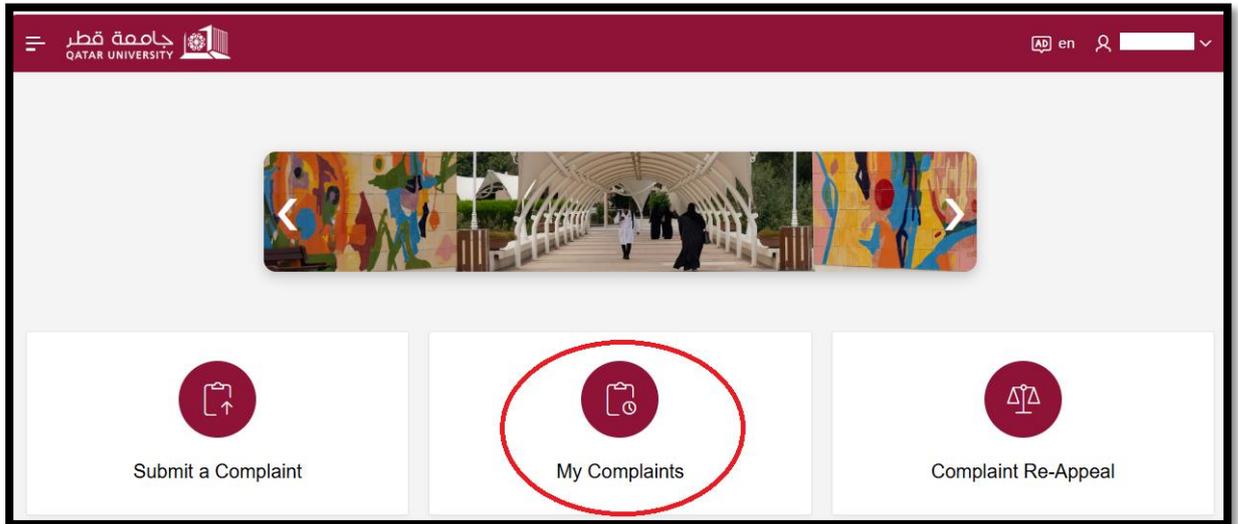
* Complaint Details:

Upload file: ←

I have read and agree to the [Student Complaints Policy](#) ←

- **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).

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

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:

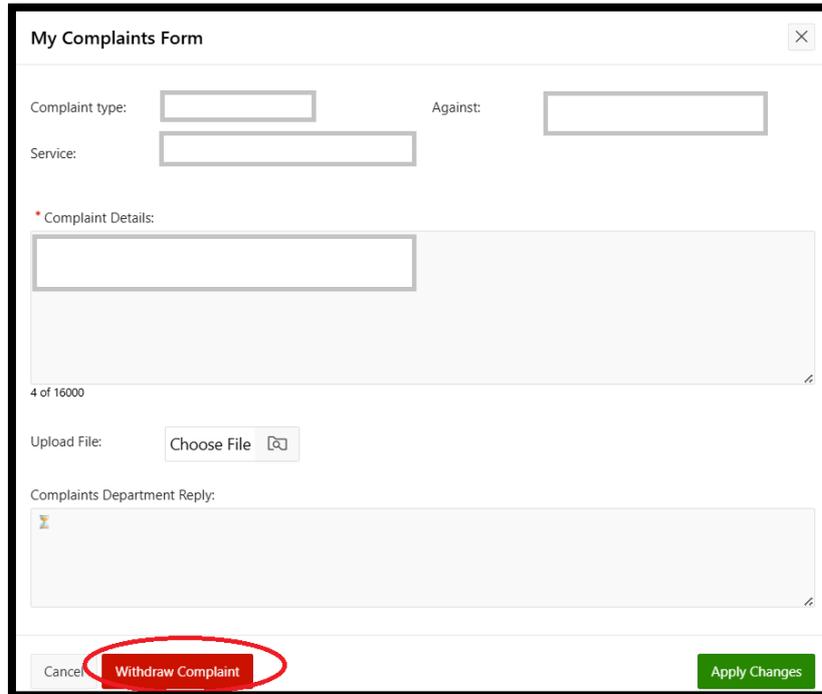
* Complaint Details:

4 of 16000

Upload File:

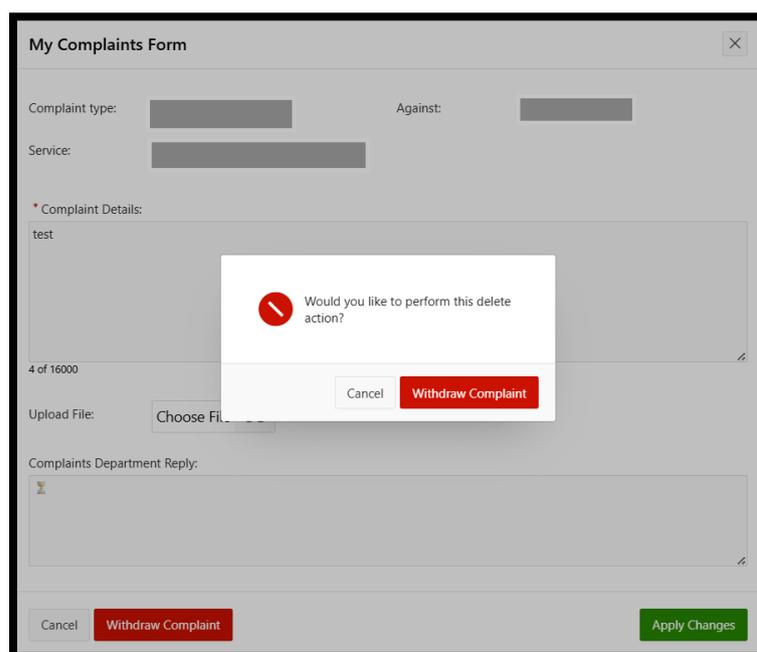
Complaints Department Reply:

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



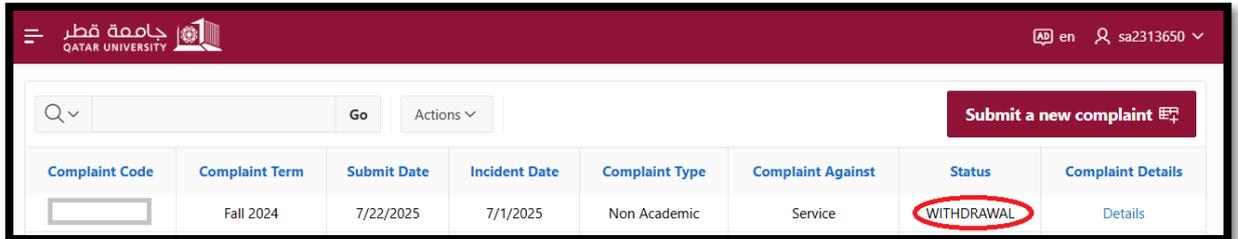
The screenshot shows a web form titled "My Complaints Form". It contains several input fields: "Complaint type:", "Against:", and "Service:". Below these is a large text area for "Complaint Details" with a character count of "4 of 16000". There is an "Upload File:" section with a "Choose File" button. At the bottom, there is a "Complaints Department Reply:" text area. The form has three buttons at the bottom: "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 circle with a white diagonal line through it and contains the text "Would you like to perform this delete action?". Below the text are two buttons: "Cancel" and "Withdraw Complaint". The background form is dimmed, and the "Withdraw Complaint" button at the bottom of the form is also visible.

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



The screenshot displays the Student Complaints System interface. At the top, there is a search bar with a magnifying glass icon, a 'Go' button, and an 'Actions' dropdown menu. To the right of the search bar is a red button labeled 'Submit a new complaint'. Below the search bar 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 one row of data: Complaint Code (empty), Complaint Term (Fall 2024), Submit Date (7/22/2025), Incident Date (7/1/2025), Complaint Type (Non Academic), Complaint Against (Service), Status (WITHDRAWAL), and Complaint Details (Details). The word 'WITHDRAWAL' in the Status column is circled 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	WITHDRAWAL	Details