جامعة قطر
QATAR UNIVERSITY

شؤون الطلاب
STUDENT AFFAIRS

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).**
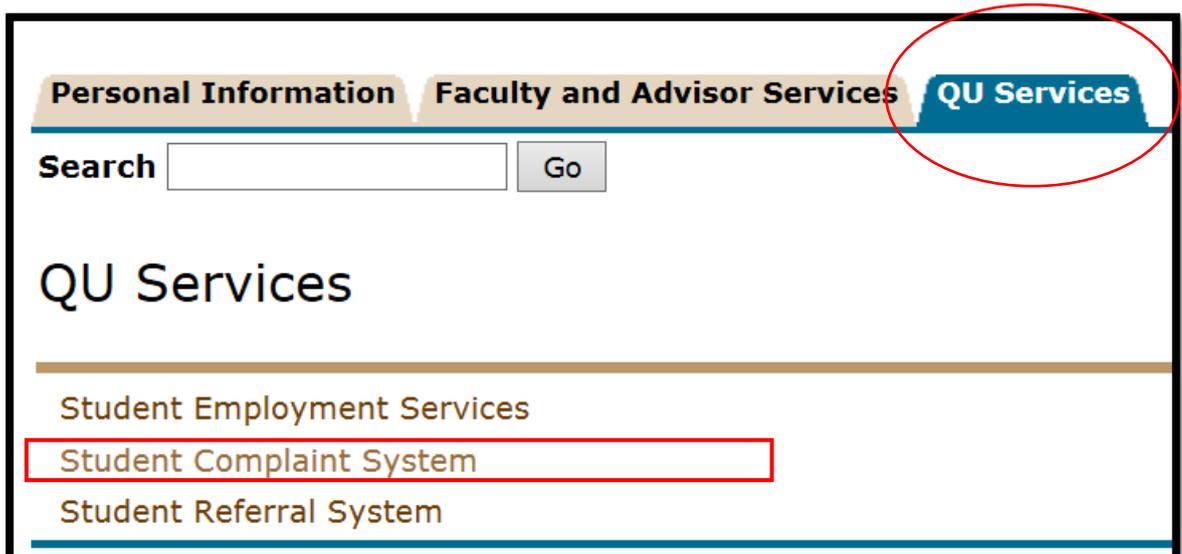

2. **select the "QU Services" tab, then choose as "Student Complaints System" as shown.**

3. Enter your username and password.
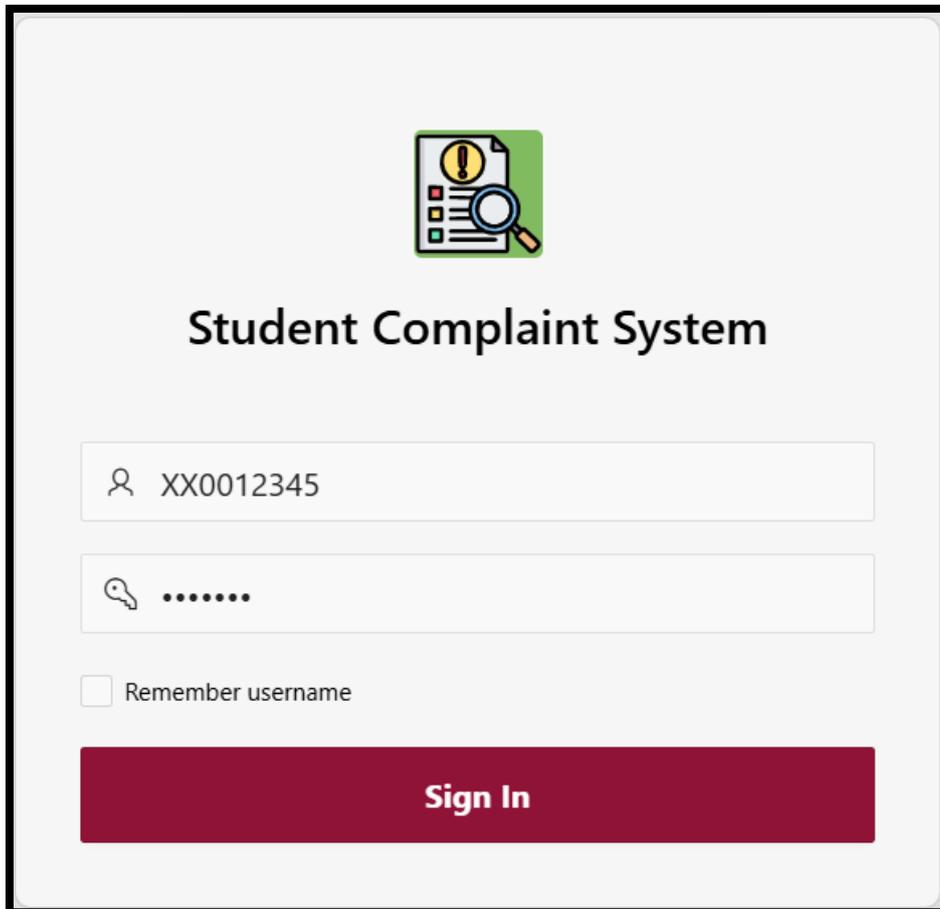
4. Select "Submit a Complaint".
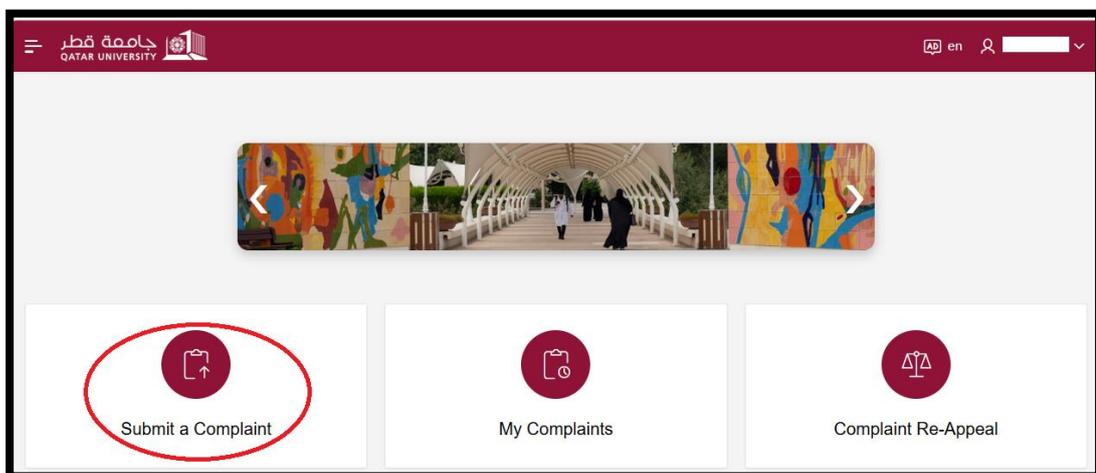
5. **Fill out the Complaint Request Form as shown below. Please select the type of complaint (academic or non-academic) and complete all required fields. You must read the "Student Complaints Policy" before submitting your complaint. You can also attach any supporting documents using the "Upload file" 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.

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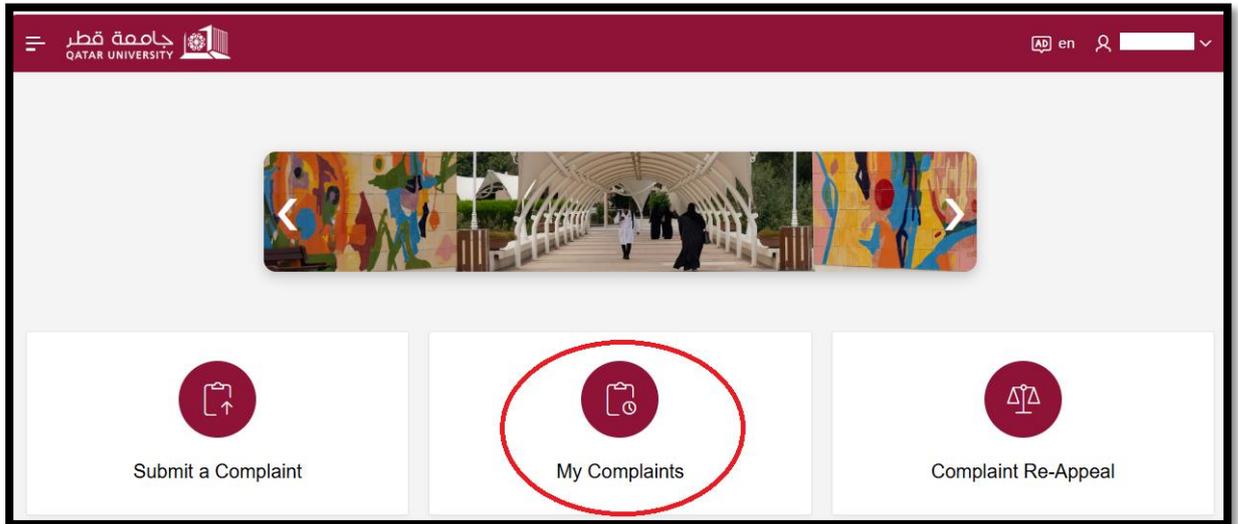
7. **The page shown below will display a record of all submitted complaints along with the status of each complaint (New – Transferred – Solved).**

8. **To edit the complaint text or add more details, the complaint status must be "New". Please click on "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".**

10. To withdraw a complaint, its status must be "New". Please click on "Withdraw Complaint" as shown below.
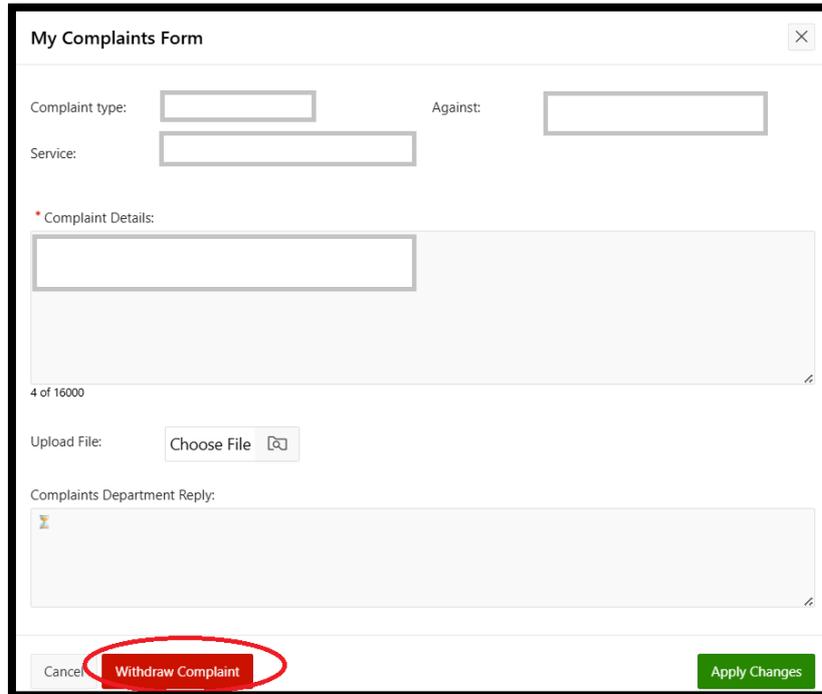
11. Then choose "Withdraw Complaint".
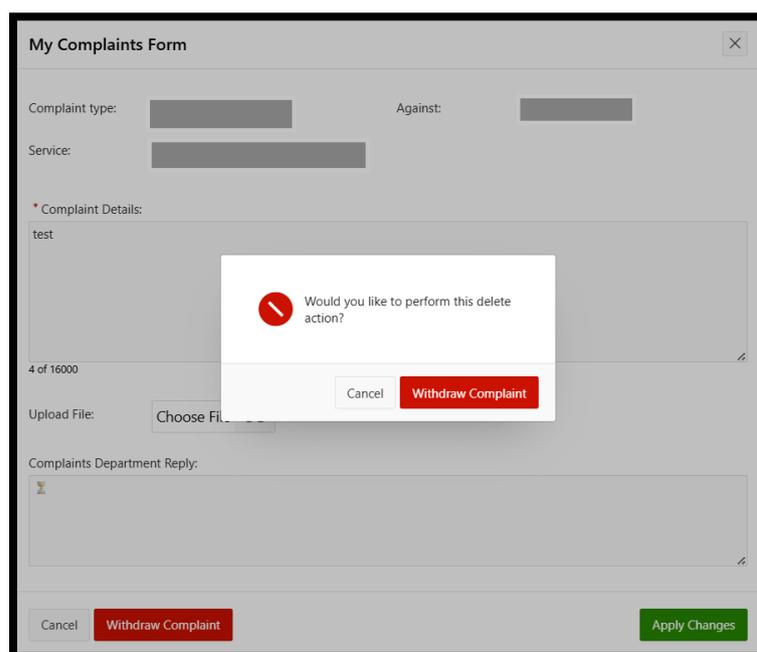
12. The complaint status will change to "WITHDRAWAL".