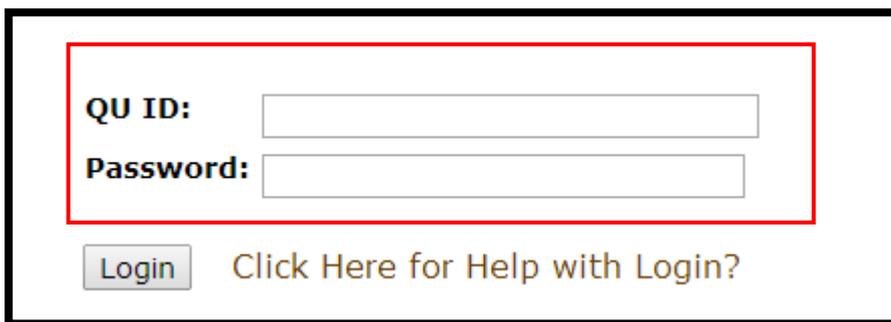


Student Guide

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

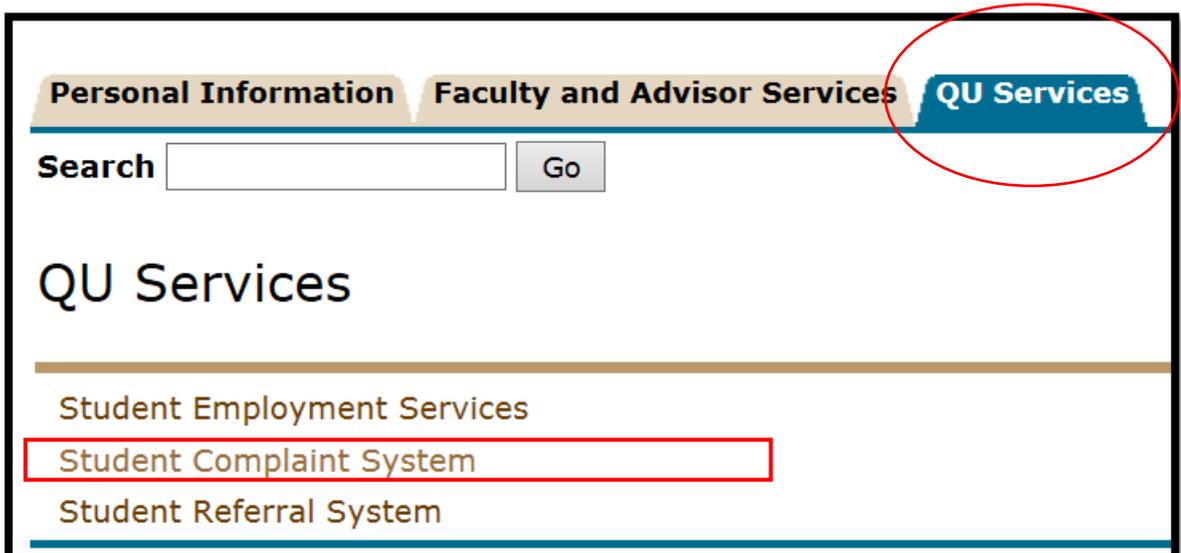


QU ID:

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**

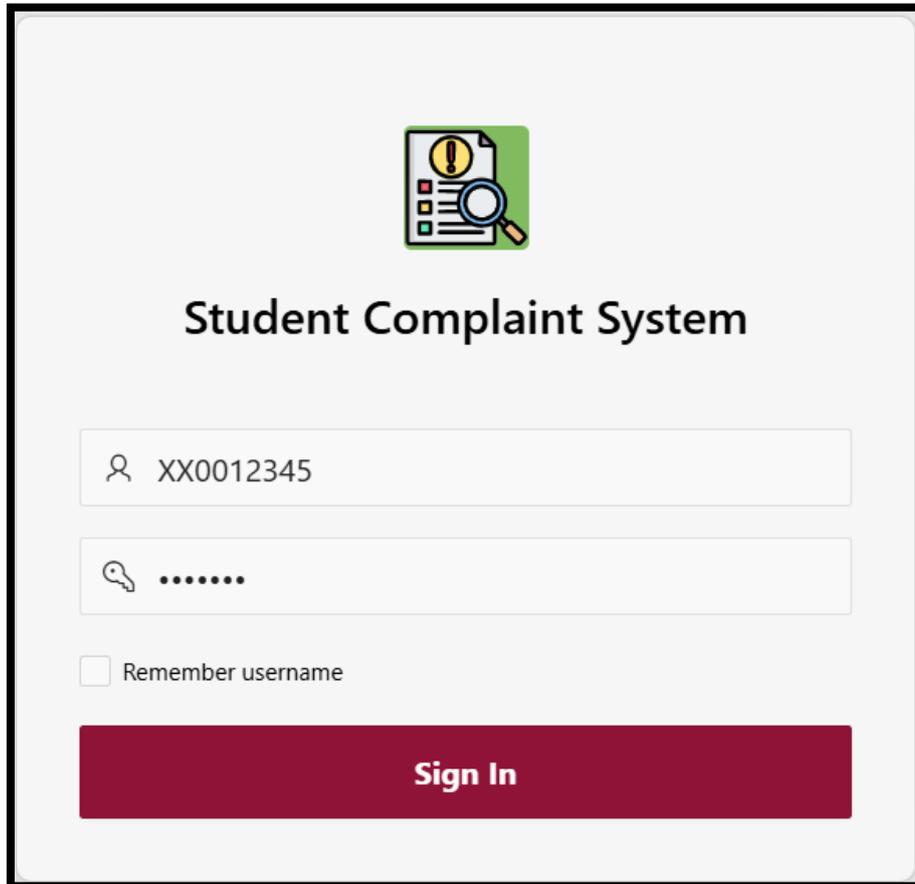
Search

QU Services

Student Employment Services

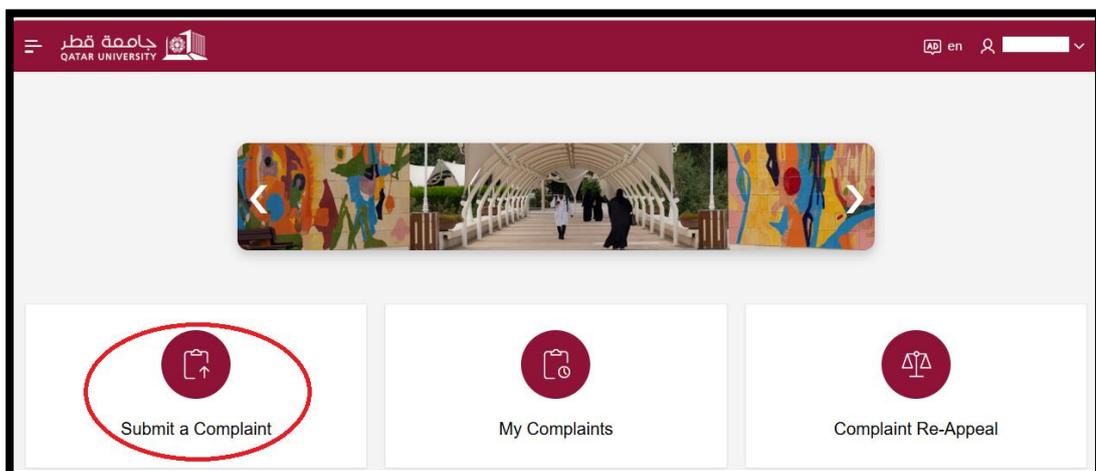
Student Referral System

3. Enter your QUID number 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 QUID number "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:

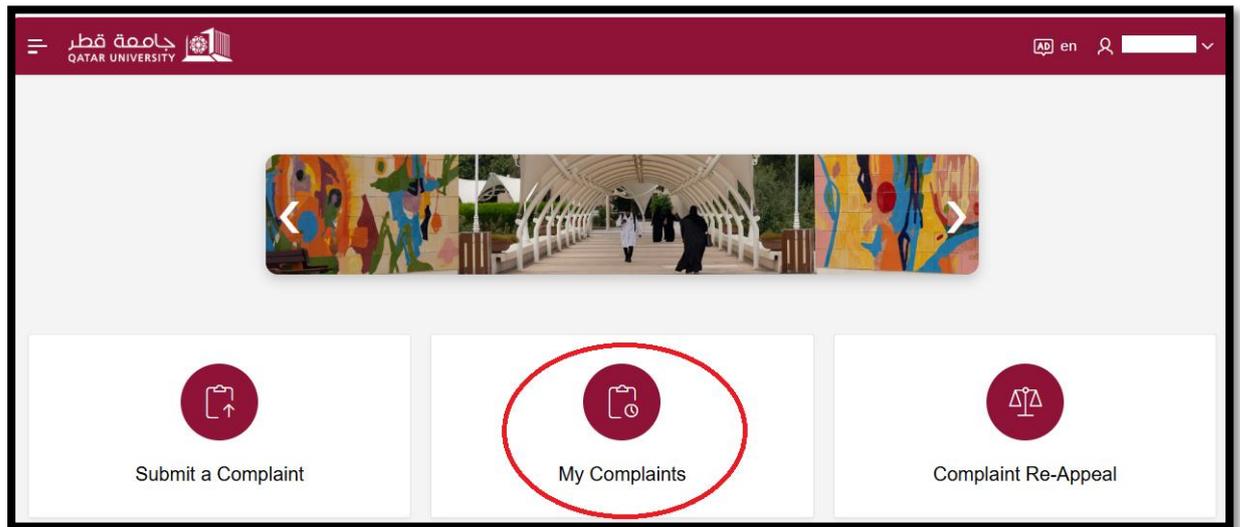
* Complaint Details:

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).

The screenshot displays a table of submitted complaints. The 'Status' column is highlighted with a red box. The table contains four rows of complaint records.

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 [Close]

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.

My Complaints Form [X]

Complaint type: Against:

Service:

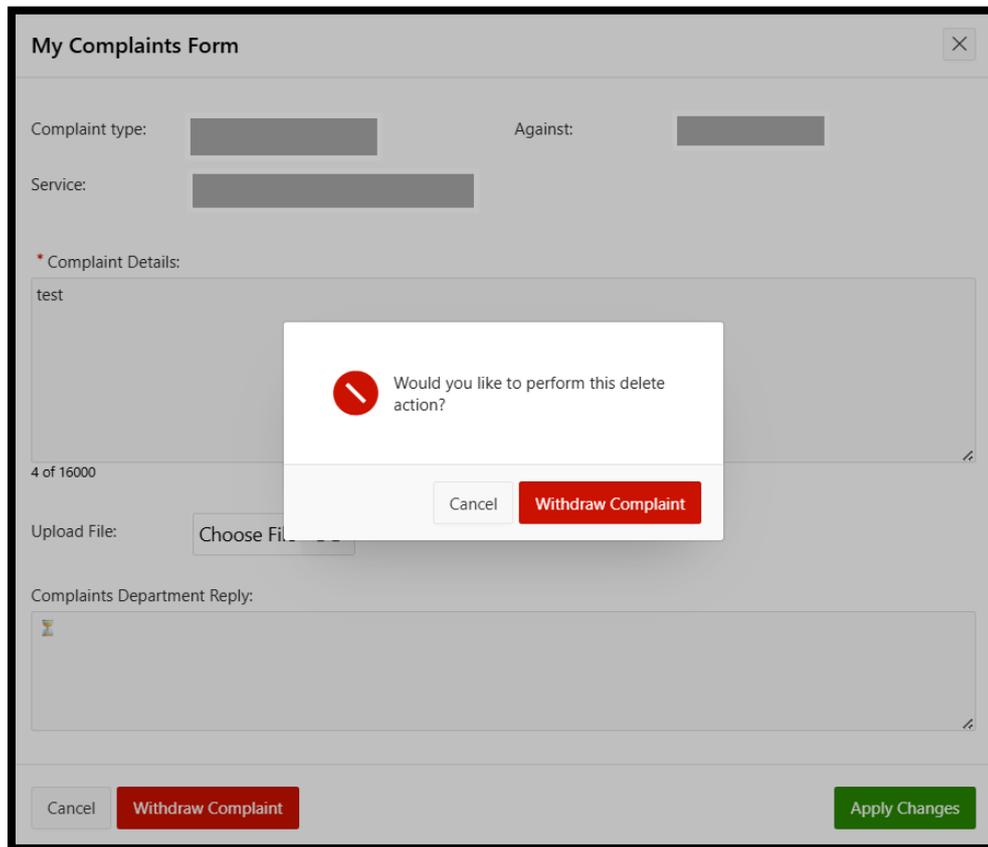
* Complaint Details:

4 of 16000

Upload File:

Complaints Department Reply:

11. Then choose “Withdraw Complaint”.



My Complaints Form

Complaint type: [Redacted] Against: [Redacted]

Service: [Redacted]

* Complaint Details:

test

4 of 16000

Upload File: Choose File

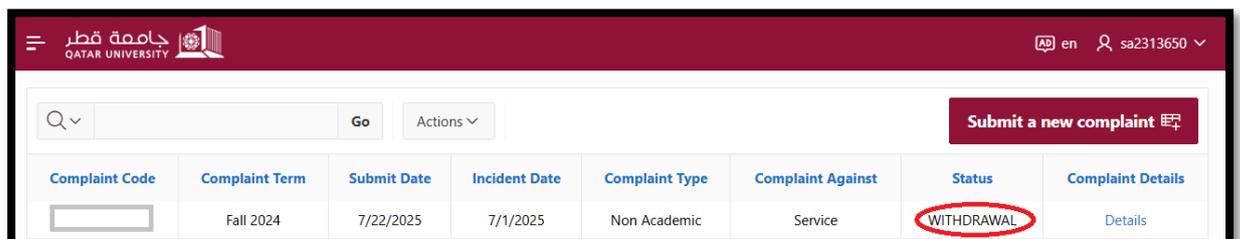
Complaints Department Reply:

Cancel Withdraw Complaint Apply Changes

Would you like to perform this delete action?

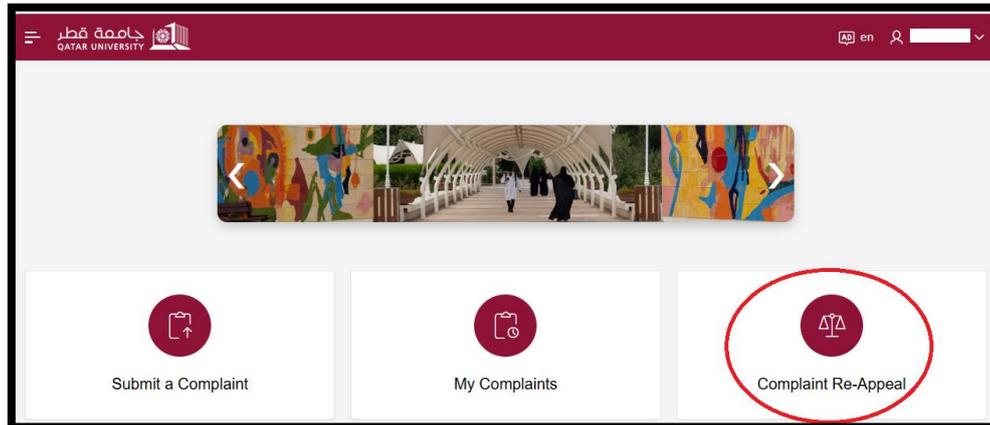
Cancel Withdraw Complaint

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

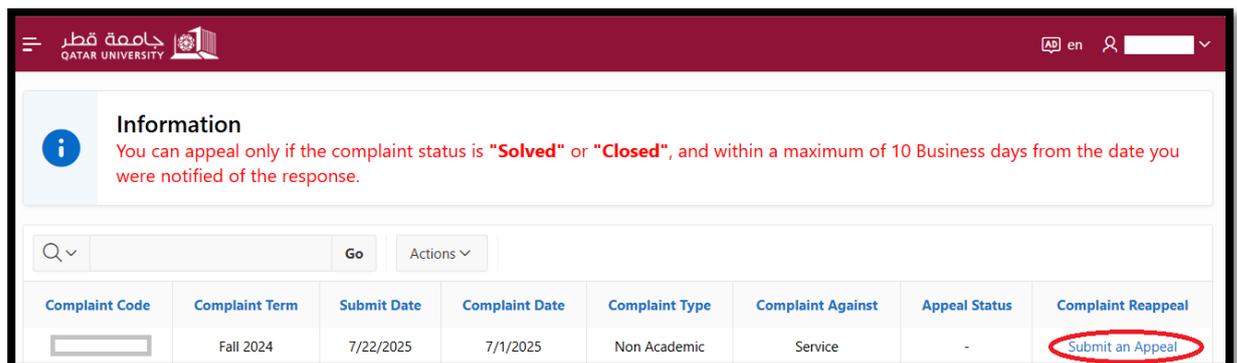


Complaint Code	Complaint Term	Submit Date	Incident Date	Complaint Type	Complaint Against	Status	Complaint Details
[Redacted]	Fall 2024	7/22/2025	7/1/2025	Non Academic	Service	WITHDRAWAL	Details

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”.



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.

The image shows a web form titled "Re-appeal" with a close button (X) in the top right corner. The form contains the following elements:

- Complaint Code:** A text input field with a red arrow pointing to it from the right.
- * Appeal Details:** A text area with a red arrow pointing to it from the left.
- Upload File:** A button labeled "Choose File" with a folder icon and a red arrow pointing to it from the right.
- Buttons:** A "Cancel" button on the bottom left and a "Submit" button on the bottom right.