

## Student Complaint Policy and Procedure

KAU-AC has a policy concerning the student's complaint. These Policies and Procedures, which are published on the college's catalog and KAU's website, include the following elements:

### *Informal Conflict Resolution:*

1. Discuss the conflict with the person against whom the complaint is made. If the complainant does not feel comfortable doing so, the complaint should be directed to the office of the Vice Dean for Academic Affairs.
2. The Vice Dean of Academic Affairs will meet with the individual against whom the complaint has been made in an effort to resolve the conflict.

### *Filing a formal complaint form:*

If the conflict cannot be resolved informally, the complainant must make a formal written complaint on Students complaint form to the Vice Dean of Academic Affairs. The written complaint must include the following:

1. A statement of the complaint
2. Identification of individual/office against whom the complaint is made
3. The relief sought
4. The complainant must sign the complaint.
5. Upon receipt of the formal written complaint, the Vice Dean of Academic Affairs must take immediate action to resolve the conflict.

## ***Student Grievance Procedure***

The following represent the standard operating procedures for addressing grievances in the college:

**1. Student-Student conflict:**

Conflict between students on all matters should be addressed to the Vice Dean of Academic Affairs. Personal conflict may be reported to the Vice Dean of Academic Affairs.

**2. Student - Staff Conflict:**

All cases are referred to the Vice Dean for Academic Affairs.

**3. Academic Conflict:**

Conflict pertaining to Student's denial for exam (DN), exam assessments, grades, academic record, or any other related complaint.

In case of grievances, students can register their complaints to any of the following personnel: Dean, Vice Dean, Head of concerned departments, Concerned Instructor and Director of student's affairs, Academic Affairs Supervisor, Course Coordinators. Their contact information is available on the College campus and a web-based staff directory. Students usually lodge a verbal complaint to any one of the above-mentioned authorities. Concerned authority takes the remedial measure on Student's complaints by taking immediate action by appropriate measures. The College has an "open-door" policy regarding student grievances. Students can contact the Dean on Sundays from 15.00–13.00 to lodge their complaints. In addition, students can fill out a grievance form via their web page on ODUS plus which directs them to the concerned authorized personnel.

### ***Complaint Procedures:***

There are two methods to register complaints; the first can be done electronically via KAU's website/email to competent authority and the second a written complaint submission on specified complaint form available in the office of the vice dean of academic affairs. Both anonymous and identified complaints are acceptable. The Vice Dean for educational affairs, who will acknowledge in writing receipt of the complaint and establish a file for the complaint within two working days, will review the complaint. The file will be kept separate from student academic records or faculty/staff personnel records. If a complaint is filed anonymously, it should be dealt with caution. We strongly encourage students to provide their personal and academic details without any fear. KAU-AC acts immediately and solves the student problems as soon as possible.

Students' complaint forms are available in the students' affairs department of KAU-AC and provide complete information on the process and requirements.

Students are also at liberty to contact the COE. The contact details of the COE are given here under:

7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350  
Telephone (local) 770-396-3898  
Telephone (Toll-Free): 800-917-2081  
Fax: 007-396-3790  
Web: <http://www.council.org/>