

Student Guide

1. Go to [mybanner](#), click Enter Secure Area and enter your QUID and password

Enter Secure Area
Apply for Admission
View Class Schedule
View Course Catalog

RELEASE: 8.5.2

QU ID:

Password:

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

2. Go to QU Services tab then Complaint System.

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

Search Go

QU Services

Student Employment Services
Student Complaint System

3. To apply for a complaint, please click on Submit a Complaint.

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

Search Go

Submit a Complaint التقديم على شكوى
Check Complaint Status متابعة حالة الشكوى
Complaint Re-appeal إعادة التظلم
Review and Update Student Complaint

4. Select the current term.

Registration Term

Please select the appropriate semester.

Select a Term:

5. Please read the Student Complaints Policies prior filling in all required information, then press Next Step. At any time, you can go back by clicking Return to Previous.

Student Complaint System نظام شكاوى الطلبة

INSTRUCTIONS:
Please read the Student Complaint Policy prior to submitting this form. Please provide all of the requested information. Be as specific as possible and include the date(s) the incident(s) occurred, the full name(s) and contact information of the person(s) involved and the name(s) of those who witnessed the incident.
You are required to complete all the fields marked with an asterisk(*)

التعليمات
يجب قراءة سياسات الشكاوى الطلابية قبل أن يتم تعبئة طلب الشكوى ومن ثم تعبئة جميع البيانات المطلوبة مثل: تاريخ الحادثة أو المشكلة، أسماء الأشخاص المتورطين في الحادثة كاملة بالإضافة إلى وسائل الاتصال بهم، وكذلك أسماء الشهود على الحادثة أو المشكلة.
يرجى ملاحظة أن جميع الحقول المشار إليها ب (*) إجبارية

User Personal Information

Student ID:

Student Name:

Student Mobile:

If your mobile number is incorrect, please provide us with the right number
في حال أن رقم هاتفك الجوال المنكور خطأ، يرجى إدخال الرقم الصحيح

Enter the correct mobile

Please select your Complain Type *
الرجاء اختيار نوع الشكوى *

* Academic Complaint شكوى أكاديمية
 ** Non-Academic Complaint شكوى غير أكاديمية
 Other/I am not Sure لمت منكنا

* Academic Complaint : Is one of the criterion of the type of complaint, the complaint is only academic if it is concerned with the assignments, registration, anything that has to do with courses or academic services.
** Non-Academic Complaint : the second criterion of the complaint type. This type is concerned with anything outside the academic services, buildings, QU employees that student deal with other than instructors.

6. Please identify against whom your complaint is:

Complaining about * الشكوى مقدمة ضد*	<input checked="" type="radio"/> Student طالب <input type="radio"/> Faculty member/ Staff عضو هيئة تدريس / موظف <input type="radio"/> College, please select from the list below الكلية، يرجى التحديد من القائمة بالأسفل <input type="radio"/> Other/I am not Sure لست متأكدًا
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7. Please select a college/service, and then click Next Step.

Against College You must select one of the colleges, if your complaint is against a college * في حال كانت الشكوى مقدمة ضد كلية ، يجب اختيار إحدى الكليات*	<input type="text" value="None غير محدد"/>
Against Service You must select one of the services, if your complaint is against a service * في حال كانت الشكوى مقدمة ضد خدمة ، يجب اختيار إحدى الخدمات* Other service ,Please specify إخري ، الرجاء التحديد	<input type="text" value="None غير محدد"/> <input type="text"/>
<input type="button" value="Next Step >>>"/>	

8. Please fill in a detailed form, and click Submit Application.

Complaint Information * الأفراد المعنيين بالتزاع تاريخ وقوع الحادثة مكان وقوع الحادثة Describe your complaint in detail * الرجاء ذكر تفاصيل الشكوى في حدود 1000 حرف*	تفاصيل الشكوى * <input type="text"/> <input type="text" value="23/02/2012"/> date format dd/mm/yyyy <input type="text"/> (max 1000 Character) <input type="text"/>	Please enter the date as the required format
Next pages will allow you to attach any support documents, if any is available		يمكنك إرفاق أي ملفات متعلقة بالشكوى (إن وجدت) في الصفحات القادمة
<input type="button" value="Submit Application"/>		

9. The page below illustrates the details of the complaint to give you a final opportunity to amend the details, you should tick the term and policies box, as shown, and then click Submit Application.

Complaint Details and Confirmation تفاصيل وإعداد الشكوى *

Student ID:	<input type="text"/>	Student Name:	<input type="text"/>
Student Mobile:	<input type="text"/>	Complaint Type:	Academic
Complaint Against:	NotSure	Individual involved:	<input type="text"/>
Date of incident :	24/03/2013	Location of incident :	<input type="text"/>

Complaint Details

أقر أنا مقدم طلب الشكوى أنني قد قرأت سياسات الشكاوي الملزمة المتبعة في جامعة قطر وأن البيانات المقدمة في هذا الطلب صحيحة
I hereby declare that I have read and accept the terms and conditions of the [Student Complaint Policy](#) and the information

10. At this step, a complaint code will appear to use in further reference. You can also attach any support documents by clicking on the link (Attach documents by email). Once you submit your application, you will receive a confirmation e-mail

Your complaint application has been submitted successfully, please keep the following complaint code:
 for future reference

لقد تم تقديم طلب الشكوى الخاص بكم بنجاح. يرجى الاحتفاظ بهذا الرمز: للمرجعة

You may include an attachment using the following formats only:
(PDF, DOCX & JPG):

[Attach documents by email](#)

يمكنك إرفاق أي مستند إذا كان يوافق احد الامتدادات المذكورة فقط
(JPG, DOCX & PDF)

ارفاق الملفات عن طريق البريد الإلكتروني

[Return to Previous](#)

11.To check your complaint status, please go to QU Services, and then click Complaint System to Check Complaint Status. A generated report will indicate the complaint code, type, against whom, individual involved, status of the complaint and the date of the incident as shown:

Complaint History in term: Fall 2012					
Complaint Code	Complaint Type	Complaint Against	Complaint Individual	Status	Date
FNWF63108	Academic	NotSure		New	24-MAR-13
SEDH63108	NonAcademic	Student		In Progress	02-FEB-12
INTX63108	NonAcademic	Faculty		New	20-FEB-12

An email will be sent, once the compliant status is changed.

12.Once the complaint status is closed, you have the right to re-appeal by clicking Complaint System then Complaint Re-appeal.

13.Write your Complaint Code, click on Get Complaint Details.

Student Complaint System

نظام شكاوى الطلبة

INSTRUCTIONS:
Please read the [Student Complaint Policy](#) for more details .

التعليمات
يرجى قراءة سياسات الشكاوى الطلابية للأطلاع على المزيد من المعلومات المتعلقة بهذا النظام

You are required to complete all the fields marked with an asterisk(*)

يرجى ملاحظة أن جميع الحقول المشار إليها ب (*) إجبارية

Enter Complaint Code *
الرجاء إدخال رقم الشكوى *

Get Complaint Details >>>

Return to Previous

14. Write your complaint's details in the box as shown and click Save

This complaint belongs to student / هذه الشكوى خاصة بالطالب /

Student ID:	<input type="text"/>	Student Name:	<input type="text"/>
Student Mobile:	<input type="text"/>	Student Telephone:	<input type="text"/>
Student Email:	<input type="text"/> @qu.edu.qa	Student Status:	Active
Student College:	Business and Economics	Student Major:	Manag

Complaint details

Complaint Code	Complaint Type	Complaint Against	Com
PMNP46585	NonAcademic	Transportation Services/Campus Parking	<input type="checkbox"/>
PMNP46585	NonAcademic	Transportation Services/Campus Parking	<input type="checkbox"/>

Administrator notes: Please help student

Enter your narrative notes: (You will be able to change yor notes as this complaint still open and not closed by administrator)

[Return to Previous](#)

15. To withdraw or delete a complain, click the required complaint then click Withdraw from Selected Complaint.

Complaint History in term: Fall 2013

Complaint Code	Complaint Type	Date	Withdrawal Complaints
Y4OGLVQMD5	Academic	01-FEB-13	<input checked="" type="checkbox"/> ←

16. The page below confirms the withdrawal, and the complaint status will be deleted.

Withdrawal Complaints

Data has been submitt ... Your complaint has been withdrawn

[Return to Previous](#)

Complaint History in term: Fall 2013

Complaint Code	Complaint Type	Complaint	Date	Withdrawal Complaints
Y4OGLVQMD5	Academic	Faculty	01-FEB-13	Deleted