



## **IBRI COLLEGE OF TECHNOLOGY**

### **STUDENT GRIEVANCE POLICY**

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\*Implementers and users of this policy/document are kindly requested to send comments and suggested revisions to the assigned contact person as part of the review process.

## Version Control Table

### A. Document development details and summary of revisions

Version	Author	Date (dd/mm/yyyy)	Summary of revisions	Contributed by
1.0	PMC through ad hoc committee, IbriCT	2015	Incorporated the suggestions given by the HoDs/HoCs and approved by the CC.	PMC through ad hoc committee
1.1	PMC through ad hoc committee, IbriCT	25/9/2018	Revised the non-academic action or decisions, time limit for the grievance procedures and flowchart.	PMC through ad hoc committee
1.2	PMC through ad hoc committee, IbriCT	18/10/2018	Revised the procedures, responsibilities and student grievances flowchart.	PMC through ad hoc committee
1.3	PMC through ad hoc committee, IbriCT	06/12/2018	Added student responsibilities, and related policies.	PMC through ad hoc committee
1.4	QAD, IbriCT	29/05/2019	Revised the procedures and responsibilities.	PMSC
2.0	QAD, IbriCT	03/06/2019	Final draft approved by the CC.	CC

### B. Plagiarism verification

Version	Team/Committee /Person	Date (dd/mm/yyyy)	% of plagiarism	Signature
1.0	QAU			
2.0	QAD			

### C. Document proofread by

<b>Version</b>	<b>Team/Committee /Person</b>	<b>Date (dd/mm/yyyy)</b>	<b>Language quality (Excellent, Good, Fair)</b>	<b>Signature</b>
2.0	Proofreading Team	30/05/2019		



<b>Policy Title</b>	Student Grievance Policy
<b>Policy No.</b>	05
<b>Policy Outline</b>	Policy assists the students to achieve an immediate response and resolution to their grievances in an orderly way.
<b>Status</b>	Active

### 1. Policy Title

Student Grievance Policy

### 2. Definitions and Abbreviations

- **AMS**–Advising Management System, service designed for students and staff. It may be accessed in the home page of the website of the college, [www.ibriict.edu.om](http://www.ibriict.edu.om).
- **Grievance**–An issue, problem or complaint of a student to the concerned authority on academic or non-academic matters.
- **OJT** - On-the-Job Training

### 3. Policy Statement

Ibri College of Technology intends to provide students with a transparent and effective grievances handling system in order to create a better learning environment. The grievances are comprised of:

1. Academic actions or decisions on:
  - a. Content and structure of a programme or a course;
  - b. Delivery of the course of the programme, quality of teaching;
  - c. Academic misconduct/dishonesty;
  - d. Admission, selection and retention;
  - e. Academic supervision and advising;
  - f. Course assessment;
  - g. Academic support services;
  - h. Other academic concerns.
2. Non-academic actions or decisions on:
  - a. Policy and procedures affecting the students;
  - b. Student harassment or being annoyed in class or outside class;
  - c. Provision of financial assistance, facilities such as accommodation, canteen, transportation and other resources for students;
  - d. Student support services like ojt, student activities, registration, counselling, help desk, etc.

#### **4. Purpose/Reasons**

The purpose of this policy is to resolve student grievances in a transparent, fair and timely manner to provide an environment conducive to learning.

#### **5. Scope**

This policy applies to all students of the college.

#### **6. Procedures**

Any grievance raised by a student may be dealt with by discussing it with the concerned staff member with the help of the HoS, if necessary. Discussion is the chosen medium for the prompt resolution of grievances. The concerned staff member should keep a record of any grievances that the student reports to him/her. The record should be kept by the concerned staff/authority. If the grievance is not resolved at this level, the student may follow the steps below:

##### **Academic-Related Grievances**

1. The student may lodge his/her grievance through proper channel. At first, it will be directed to the HoS.
2. On receiving the grievance, the HoS attempts to redress the grievance at his/her level. Any resolution is made known to the student and staff member by notifying them through proper channel. If the grievance is not resolved at HoS's level, he/she must forward it to the HoC/HoD.
3. On receiving the grievance, the HoC/HoD attempts to redress the grievance at his/her level. Any resolution is made known to the student, staff member and HoS by notifying them through the proper channel. If the grievance is not resolved at HoC/HoD's level, he/she must forward it to the ADAA.
4. On receiving the grievance, the ADAA attempts to redress the grievance at his/her level. Any resolution is made known to the student, staff member, HoS and HoC/HoD by notifying them through the proper channel. If the grievance is not resolved at ADAA's level, he/she must forward it to the Dean/College Council.
5. On receiving the grievance, the Dean/College Council attempts to redress the grievance at his/her/their level. If the grievance is on admission, selection and retention, the Dean delegates it to the Head of Admission and Registration Department. The resolution made by the Dean/College Council is final and is made known to the student, staff member, HoS, HoC/HoD and ADAA by notifying them through proper channel.
6. The progress of the student grievance may be tracked by contacting the concerned staff/authority through proper channel.

##### **Non-Academic Related Grievances**

1. The student may lodge his/her grievance through proper channel.
2. On receiving the grievance, the concerned department attempts to redress the grievance. Any resolution is made known to the student by notifying him/her through proper

channel.

3. If the grievance is not resolved at the Department/Center level, it must be forwarded to the ADSA/ADAFA, where appropriate, regarding non-academic issue.
4. On receiving the grievance, the ADSA attempts to redress it at his/her level. He/she may delegate the issue to the concerned authority under his/her office. Any resolution is made known to the student and Department/Centre by notifying them through proper channel. If the grievance is not resolved at ADSA's level, it must be forwarded to the Dean/College Council.
5. On receiving the grievance related to finance, the ADAFA attempts to redress the grievance at his/her level. Any resolution is made known to the student and Department/Centre by notifying them through proper channel. If the grievance is not resolved at ADAFA's level, it must be forwarded to the Dean/College Council.
6. On receiving the grievance, the Dean/College Council attempts to redress the grievance at his/her/their level. The resolution made by the Dean/College Council is final and is made known to the student and concerned department through proper channel.
7. The progress of the student grievance may be tracked by contacting the coordinators through proper channel.

## **7. Responsibilities**

All persons involved in the process should exert efforts to expedite the grievance procedures. Depending upon the nature of the grievance the maximum time limit may be 1-10 working days.

### **Staff Member:**

- To discuss any grievances raised by a student;
- To provide resolution of the student grievance with the help of the concerned authority;
- To notify the student once the grievance is resolved;

### **Head of Section:**

- To provide guidance to staff member in the academic related grievance procedures;
- To address the grievance received from the student at his/her level for satisfactory solution;
- To notify the student and staff member once the grievance is resolved;
- To forward the grievance, if not resolved, to the HoC/HoD.

### **Head of Department/Centre:**

- To address the grievance received from the HoS at his/her level for solution;
- To expedite the resolution of the grievance at the department level;
- To notify the student and concerned staff once the grievance is resolved;
- To forward the grievance, if not resolved, to the concerned higher authority.

### **Assistant Dean for Academic Affairs:**

- To address the academic-related grievance received from the HoC/HoD at his/her level for solution;
- To notify the student and concerned staff and Department/Centre once the grievance is resolved;
- To forward the grievance, if not resolved, to the concerned higher authority -- the Dean/College Council.

**Assistant Dean for Student Affairs:**

- To address the non-academic related grievance received from the HoC/HoD at his/her level for solution;
- To notify the student, staff member, HoS and HoC/HoD once the grievance is resolved;
- To forward the grievance, if not resolved, to the concerned higher authority -- the Dean/College Council.
- To make all college students aware of these procedures

**Assistant Dean for Administration and Finance Affairs:**

- To address the non-academic related grievance received for solution through proper channel;
- To notify the student and concerned staff and Department/Centre once the grievance is resolved;
- To forward the grievance, if not resolved, to the concerned higher authority -- the Dean/College Council.

**Dean/College Council:**

- To address the student grievance received from the concerned authority and student appeal for satisfactory permissible solution as per rules and regulations;
- To notify the student, concerned staff and Department/Centre once the grievance is resolved.

All grievance records are kept confidential and access will be limited only to those involved in the grievance procedures.

**8. Supporting Documents**

- College Bylaws, Ministry of Manpower, Oman
- Quality Assurance Manual, Ibri College of Technology, Version 3(2016)
- Quality Audit Manual, Oman Accreditation Council, March2008

**9. Related Policy and Procedures**

- Examination Policy
- Feedback to Student Procedures
- Student Advising Procedures
- Student Feedback Procedures
- Student Induction Procedures
- OJT Procedures