 UAEU	Admission and Registration Policies Manual	Policy Number	AE-09
		Effective Date	12-Aug-2018
	Subject Student Academic Grievances and Appeals	Most Recent Review Date	15-Apr-2018
		Due Date for Next Review	01-Sep-2021
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9. Student Academic Grievances and Appeals

Overview

Covers policies and procedures relating to the management of student academic grievances and appeals including the Committee of Student Academic Grievances and Appeals and range of grievances and appeals within the Committee's jurisdiction.

Scope



Applies to all students and all academic and related administrative units of the University.

Objective

Provides an effective mechanism to assure that students are accorded appropriate and accessible opportunities to pursue legitimate grievances and appeals in the management of their relationship with the University.

Policy

1. The University is committed to the fair and equitable treatment of students in all of its academic and administrative processes.
2. To assure fair and equitable treatment, UAEU students may pursue non-disciplinary academic grievances and appeals through established procedures.

 جامعة الإمارات العربية المتحدة United Arab Emirates University 	Admission and Registration Procedures Manual	Related Policy	AE-09
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Procedures of Policy No. (9) - Student Academic Grievances and Appeals

1. Grievances and Appeals

- a) An Academic Grievance is a claim by a student of mistreatment or unfair treatment in an academic or enrollment matter.
- b) An Academic Appeal is a claim by a student of incorrect or erroneous application of a University Academic Policy or a request for an exception to a University Academic Policy.

2. Student Academic Grievances and Appeals Committee (SAGAC)

- a) Student Academic Grievances and Appeals will be reviewed and decided by a Standing University Committee established for this purpose. The Committee shall be appointed by the Vice Chancellor and represent both undergraduate and graduate affairs.
- b) The Committee will have jurisdiction over all student academic grievances and student academic appeals with the following exceptions:
 - 1) College-specific matters for which the Dean of the College has responsibility for final decisions/disposition, including curricular requirements.
 - 2) Disposition of matters of academic honesty and academic discipline.
 - 3) Non-academic grievances and appeals.
- c) The work of the Committee will be conducted in a manner that ensures confidentiality as defined in the University Policies, and decisions will be rendered in a timely way.
- d) Subject to ratification, decisions of the Committee shall be final.

3. Procedures and Process for Submitting Appeals

- a) An appeal should be written by the student with official supporting documents attached and submitted to the student's College.
- b) An appeal can be submitted at any time during the semester, until the end of the semester in which the incident occurred.
- c) The student's College should study the student appeal and send its recommendation to the Student Academic Grievances and Appeals Committee.
- d) Appeals relating to issues that are outside a College's responsibility and authority may be submitted to the Admission and Registration Deanship Office.
- e) A College can submit an appeal to the Academic Grievances and Appeals Committee on behalf of a student.

4. Work Process of Student Academic Grievances and Appeals Committee

- a) The Committee should meet periodically during the semester according to the cases submitted.
- b) All the appeals and its documentations will be carefully reviewed by the Committee.
- c) All the decisions of the Committee are final after its approval.