

## **Employee and Faculty Member Guide**

1. Go to <u>mybanner</u>, click Enter Secure Area and enter your QUID and password.

Enter Secure Area	
Apply for Admission	
View Class Schedule	QU ID:
View Course Catalog	Password:
RELEASE: 8.5.2	
	Login Click Here for Help with Login?

2. Go to QU Services tab then Complaint System.



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

Personal Information	Faculty and Advisor Services	QU Services
Search	Go	
رى Submit a Complaint	التقديم على سَكو	
Check Complaint Stat	متابعة حالة السّكوي us	
م Complaint Re-appeal	إعادة التظل	
Review and Update St	tudent Complaint	

4. Select the current term.

Registration Term	
Please select the appropriate semester. Select a Term: Fall 2012	•
Submit	

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

Student Complaint System	نظار شكارى الطية
INSTRUCTIONS: Please read the student Complaint Policy prior to submitting this form. Please pro requested information. Be as specific as possible and include the date(s) the incide occurred, the full name(s) and contact information of the person(s) involved and to of those who witnessed the incident. You are required to complete all the fields marked with an asterisk(*)	التعليمات بهجه فراه سينسك الشكري الملاقية فل أن بكر تعلقه طلب الشكري, ومن ثر تحلة جمع الهيلات المطلوبة مكل: تاريخ الحافظة أن المذه الإلحماص المتررخون في الحافظة كاملة والإصفاة إلى وسائل الإكسان بهم، وكانظ أسماء الشهور، على الحافظة أن المتكلة. والإصفاة إلى وسائل الإكسان معمر، وكانظ أسماء الشهور، على الحافظة أن المتكلة.
	الريض مانخصه، ان جملع العقران العشار إليها ب (*) [جارية:
<b>User Personal Information</b> Student ID: Student Name: Student Mobile: If your mobile number is incorrect, please provide us with the right number في حال أن رفر مقط الحرال المنكور حطا ، يرجي إندال الرقر السحو	Enter the correct mobile
Please select your Complain Type * «الرجاء ملتقار فوع التكون	<ul> <li>* Academic Complaint شکری اکتیبیة</li> <li>** Non-Academic Complaint</li> <li>Other/I am not Sure المت متكان</li> </ul>
* Academic Complaint : تكرن اكتبية : is one of the criterion of the type of d assignments, registration, anything that has to do with courses or acad الشررات أر اقتمات الإكتيبي.	omplaint, the complaint is only academic if it is concerned with ti م الترجات أو الراهبات أثناء النسل التراسي، التسجيل، أو أي شيء له عادقة مع
** Non-Academic Complaint شکری غیر اکلیبیة : the second criterion of the c services, buildings, QU employees that student deal with other than ins	omplaint type. This type is concerned with anything outside the a ج الطاق الأكانيمي، مثل الخدمات الغائبة. خدات العراسيات، العالي، رموظلي الجامعة .
Next Step >>>	

6. Please identify against whom your complaint is:

Complaining about * الٹیگری مقدمة صد*	<ul> <li>Student المالية الحريس / مرطف Faculty member/ Staff</li> <li>College,please select from the list below كلية، يرجى</li> <li>التحديد من الثانية بالأسفل</li> <li>Other/I am not Sure المت مذاكيا</li> </ul>
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7. Please fill in a detailed form, and click Submit Application.

\*\* Please note that the complaint must be submitted within ten business days from the date of the incident.

Complaint Information *	تفاصيل الشكوى*	3
الأقراد المغنيين بالنزاع Individual involved		Please enter
تاريخ وقوع الحائثة Date of incident	23/02/2012 date format dd/mm/yyy	the date as the required format
مكان رقوع الحادثة Location of incident		]
	(max 1000 Character)	
* Describe your complaint in detail :الرجاء ذكر تفاصيل الشكري في حدرد 1000 حرف		
Next pages will allow you to attach any support documents, if any is available	ملفات متعلقة بالشكوى(إن وجدت) في الصفحات القادمة	يمكنك إرفاق أي .
Submit Application		

8. 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		نوى*	تقاصيل وإعتماد الشكوى*		
Student ID: Student Mobile: Complaint Against: Date of incident :	NotSure 24/03/2013	Student Name: Complaint Type: Individual involved: Location of incident :	Academic		
Complaint Details					
تنك المتمة في هذا الطلب صحيحة ∑ I hereby declare that I hav	لاییهٔ المتیمهٔ فی جامعهٔ قطر رأن الی e read and accept the te	دم طلب الشکری آئی کہ قرأت سیاسات الشکاری الط erms and conditions of the Stude	افر، افا مڌ. nt Complaint Policy and the informa		
Submit Application					

9. 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:			
تم تقديم طلب السّكرى الخاص بكم بنجاح.يرجى الاحتفاظ بهذا الرمز : المراجعة			
You may include an attachment using the following formats only: (PDF,DOCX & JPG):	يمكنك إرفاق أي مستند إذا كان يوافق احد الامتدادات المذكورة فقط (JPG,DOCX&PDF)		
Attach documents by email	ارفاق الملفات عن طريق الثيريد الألكتروني		
Return to Previous			

10. 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:

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

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

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

12. 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 .	التليمات يرجى قراءة سياسات التكاري الملابية للأملاع عل العزيد من المعلومات المتملقة بينا الطابر
You are required to complete all the fields marked with an asterisk(*)	يرجى ملاحظة أن جمنع الحقرل المتدار إليها ب (*) إجبارية
Enter Complaint Code * او دند شکری * افرجاه ایدان رند اشکری	
Get Complaint Details >>>	
Return to Previous	

13. Write your appeal details in the box as shown and click Save.

	s to student	هذه الشكوى خاصة بالطالب / ٥٠	
Student ID:		Student Name:	
Student Mobile:		Student Telephone:	
Student Email:	@qu.edu.qa	Student Status:	Activ
Student College:	Business and Economics	Student Major:	Mana
Complaint details			
Complaint Code	Complaint Type	Complaint Against	Con
PMNP46585	NonAcademic	Transportation Services/Campus Parking	
PMNP46585	NonAcademic	Transportation Services/Campus Parking	
5737 HILLING TO CO. 1 2211			
Enter your narative	e notes: ( You will be able to change yor n	otes as this complaint still open and not closed by administrator)	
Enter your narative	e notes: ( You will be able to change yor n	otes as this complaint still open and not closed by administrator)	
Enter your narative	e notes: ( You will be able to change yor n	otes as this complaint still open and not closed by administrator)	

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

Complaint Code	Complaint Type	Date	Withdrawal Complaints
Y40GLVQMD5	Academic	01-FEB-13	
Withdraw from Selected Complaint			

15. 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 ter	m: Fall 2013					
Complaint Codo	Complaint Tuno	Complaint Date	Withdrawal Complaints			

Complaint History in term: Fall 2013					
Complaint Code	Complaint Type	Complaint	Date	Withdrawal Complaints	
Y40GLVQMD5	Academic	Faculty	01-FEB-13	Deleted	