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Appeals & Complaints



Quality Assurance &
Accreditation Department
2023

What are Appeals and Complaints? Is there a difference or are they one at the same?

Appeals and Complaints are your requests against any dissatisfaction you experience in your learning environment as a student of AOU. Appeals and Complaints are not the same, so when requesting for a review you need to be clear about the difference.

What are appeals?

Appeals are your formal method to submit a request for reviewing your grades scored in the continuous assessment (MTA and TMA) or exams. You may appeal against the grades according to the AOU appeals and complaints policy and procedure electronically through the formal request of appeal on (SIS).

What are complaints?

Complaints are expressing of any dissatisfaction about the quality or adequacy of the university provision and its related services. Students are able to complain electronically through (SIS). You may complain against:

1. Poor teaching quality or tutorial services
2. Misleading or withholding of information by tutor or administrative staff

3. Inadequate services and facilities
4. Misconduct by any University staff – administrative or academic
5. Misconduct by any student within university premises
6. Offensive or racist remark by staff or student within the University premises.

.When can I appeal?

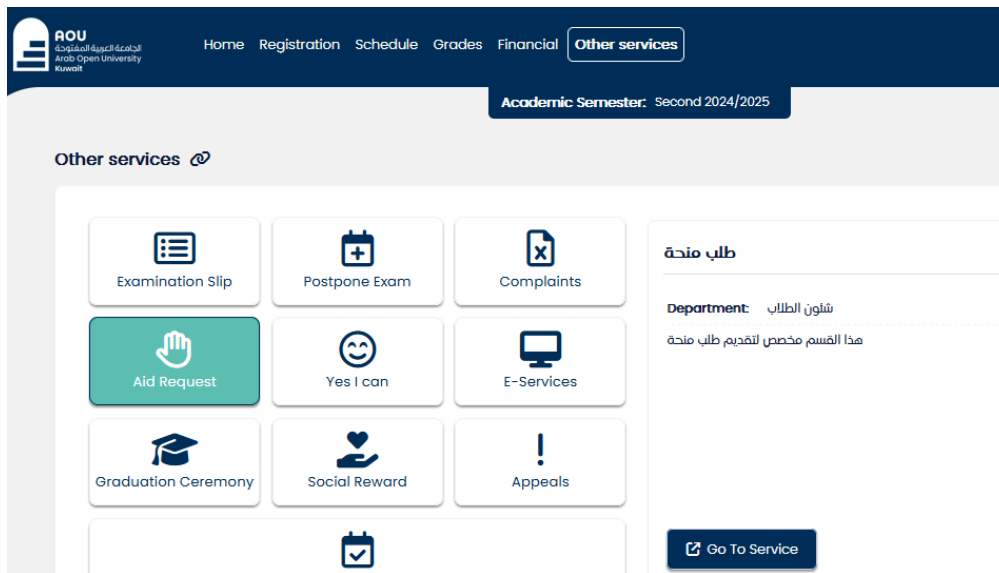
Appeals must be made within seven days of having received your grades and should be adequately supported by evidence.

When can I complain?

The sooner you complain the better. Complaints may be raised as soon as an incident takes place and will be processed and closed within 14 calendar days. Complaints that are lodged after a long gap (after one whole academic year) may be difficult to resolve unless backed by strong supportive evidence.

Whom do I appeal and complain to?

For your convenience, the University has set up an online appeals and complaints system that can be accessed through your (SIS) account. It is the most effective and officially accepted channel that you are encouraged to use. You need to complete the available form with all details duly filled in. Your completed form will be directed to the concerned authority.



What is the information required from me to appeal and complain?

After accessing through (SIS) , selecting the type of the case whether appeal or complaint , the student shall provide a detailed description of the incident along with the names or contact numbers of the people involved in the case (if available) .

How does the appeals process work once I have appealed?

Once you have appealed ,your appeal will be sent to the Branch Appeal Committee (BAC) of the respective academic program. The Branch Appeal Committee (BAC) will look into the appeal and forward their recommendations to the assistant Branch Rector/Director along with a copy of your assessment script or any other relevant documents. The BAC will look into your assessment or examination script to ensure that all answers are marked and that compilation of marks is conducted properly. Based on the outcome, the BAC will take a decision. The decision is either to uphold the appeal

(recommendation for change of marks) or to reject the appeal (no grounds for appeal).

If your appeal is valid, a copy of the BAC recommendation will be sent to the Vice President for Academic Affairs & Scientific Research (VPAA&SR)-HQ, and, Registration and Examination Department-HQ (ARE). The VPAA&SR will submit the appeals lists to the Central Examination Committee (CEC) for approval. The student will be notified with the decision through SIS system .

What can I do if I am not satisfied with the decision of the committee? Can I appeal again?

If your appeal has been rejected the first time and you are dissatisfied with the decision of BAC, you have a chance to re-appeal through online (SIS) system to the Branch Re-Appeal Committee (BRC within seven (7) calendar days of having received the decision. The BRC will review your appeal and communicate its decision to the Branch Rector and copies will be sent to the Vice President for Academic Affairs & Scientific Research (VPAA&SR), Registration and Examination Department (RE) and Program Deanship at the headquarter (HQ). If the appeal is accepted, the VPAA&SR will submit the recommendations that the appeals are upheld to the CEC for approval. The student

will be informed through the(SIS) system . If you are still not satisfied with the BRC decision, you may appeal to the President of the University.

How does the complaint process work?

You may lodge a complaint any time within the stipulated period during the academic year. You may do by completing the University student complaints online form. You must state the grounds for the complaint giving detailed reasons to support the case and submit it to the relevant department .The concerned department will examine the complaint and may consult other members of University staff or departments if it is deemed appropriate in particular cases. And If may find grounds for complaint ; produce a report on the case setting out a decision with documentations considered. All complaints are being checked by the quality assurance department to assure all departments are reporting all types of complaints , solving and replying to them within the allocated time and under the university bylaws and regulations .

The student will be notify with the final decision through (SIS) system .

What is the expected response time for my appeal and complaint?

Both appeals and complaints will be responded within a reasonable period not exceeding 28 days from receiving the forms . (Holidays and weekends do not count) .

Is my physical presence in the campus required?

No. All your complaints and appeals may be recorded electronically on the complaints and appeals available on the Student Support System (SIS) unless the relevant committee requested so under rare circumstances .

Is it alright for me to complain against a tutor or staff?

Yes, at no point of time will you be at a disadvantage for having made a complaint. Your dissatisfaction with academic or administrative services is of serious concern to us and we need to hear from you so as to improve matters and assure the quality of services in creating an enabling learning environment.

Will my information be kept confidential?

Yes, complete confidentiality will be maintained regarding your request and no information whatsoever will be revealed to anyone without your permission other than those handling the case.

What do I do if I am dissatisfied with the AOU's handling of my complaint or appeal ?

If you are registered for an Open University Validated Award Program and still dissatisfied with the decision of handling your appeal or complaint, you may complain to the Open University.

You will find more information on this process in the “Student guide” to studying on a program validated by The Open University.

[OU Student's Guide | Validation Partnerships](#)