



Damanhour University



Faculty of Education

رؤية الكلية
لكلية التربية جامعة دمنهور الريادة والتميز محليا وعالميا

Complaints and Grievances Policy

Faculty of Education – Damanhour University

First: Introduction

In line with the Faculty of Education at Damanhour University's commitment to promoting the principles of transparency, fairness, and equal opportunity, and ensuring a supportive academic and administrative environment for all members of the faculty, the faculty has established a clear and structured policy for receiving, handling, and resolving complaints and grievances in an objective and equitable manner.

The faculty relies on multiple official channels for receiving complaints, including the faculty's electronic complaints platform as one of the modern mechanisms that enables the prompt submission and tracking of complaints, thereby enhancing the efficiency of their handling.

Second: Policy Objectives

This policy aims to:

1. Provide clear and accessible mechanisms for submitting complaints and grievances.
2. Ensure that complaints are handled objectively, impartially, and transparently.
3. Expedite the review of complaints and grievances and take appropriate actions.
4. Strengthen trust between the faculty administration and its members.
5. Utilize complaints as a tool to improve academic and administrative performance.
6. Support digital transformation through the activation of the electronic complaints platform.

Third: Scope of the Policy

This policy applies to all members of the faculty, including:

- Undergraduate students
- Postgraduate students
- Faculty members and teaching assistants
- Administrative staff
- Beneficiaries of the faculty's services

رسالة الكلية

اعداد معلم مبدع يمتلك المعرفة النظرية والخبرة العملية وقادر على التنافس و التميز في ضوء متطلبات سوق العمل والاتجاهات العالمية ؛ اعداد باحث تربوي قادر على انتاج المعرفة التربوية للبحوث العالمية عربيا وعالميا ؛ تقديم خدمات مجتمعية في إطار القيم و العادات التي تخدم المجتمع من خلال التطوير المستمر للبرامج التعليمية وبرامج التنمية البشرية



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Fourth: Types of Complaints and Grievances

Complaints and grievances include, but are not limited to, the following:

- Appeals regarding examination results and grading
- Complaints related to the educational process or class schedules
- Complaints related to administrative transactions or student services
- Complaints related to facilities and infrastructure within the faculty
- Grievances regarding certain administrative decisions or procedures within the faculty

Fifth: Channels for Submitting Complaints and Grievances

Complaints and grievances may be submitted through several approved channels within the faculty, including:

- The faculty's electronic complaints platform via the official website
- Paper forms submitted to the faculty administration or the Citizens' Service Office
- The faculty's official email
- Complaint and suggestion boxes located within the faculty
- Formal requests submitted to the faculty administration or the relevant vice dean

The electronic complaints platform is considered one of the primary channels that allows users to register complaints and track their handling electronically.

Sixth: Procedures for Handling Complaints and Grievances

Complaints and grievances are processed through the following stages:

- Receiving the complaint or grievance through one of the approved channels and registering it in the complaints log
- Initial review to ensure completeness of information
- Referring the complaint to the relevant department within the faculty for study
- Reviewing the complaint and taking necessary actions in accordance with applicable regulations
- Issuing the appropriate decision or recommendation

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- Notifying the complainant of the outcome within the specified timeframe

Seventh: Timeframe for Resolving Complaints

- Preliminary review of the complaint is conducted within 3 working days from the date of submission.
- The complaint or grievance is resolved within a maximum of 15 working days, unless the nature of the issue requires a longer period.

Eighth: Safeguards for Handling Complaints

- The faculty adheres to the following principles:
- Full confidentiality in handling complaints and grievances
- Impartiality and transparency in reviewing complaints
- Ensuring that the complainant is not subjected to any harm or retaliation as a result of submitting a complaint
- Full compliance with university regulations and governing laws

Ninth: Complaint Monitoring and Reporting

- Periodic reports are prepared on complaints and grievances received by the faculty.
- Reports include the number of complaints, their categories, and the actions taken.
- Reports are submitted to the faculty administration and Faculty Council to support performance development and improve the quality of academic and administrative services.

Tenth: Policy Review and Updating

- This policy is reviewed periodically by the faculty administration and the Quality Assurance Unit to ensure its alignment with:
 - University regulations
 - Quality assurance and accreditation standards
 - Digital transformation requirements and service improvement initiatives

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