

STUDENT GRIEVANCE POLICY		POLICY NUMBER: CUE-HR-004
		EFFECTIVE DATE: Feb-26 2026
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THE CATHOLIC UNIVERSITY IN ERBIL STUDENT GRIEVANCE POLICY

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I. DOCUMENT TYPE

☒ Policy

☐ Procedures

II. PURPOSE

This policy is intended to ensure that The Catholic University in Erbil (CUE) handles student grievances fairly, efficiently, and effectively. CUE's objective is to ensure that its grievance procedure is properly and effectively implemented, and that grievants feel confident that their grievances and worries are listened to and acted upon promptly and equitably.

CUE's complaint management system aims to:

- Allow the University to respond to questions raised by students who file grievances in a timely manner.
- Increase the students' confidence in CUE's administrative process.
- Provide information that can be used to improve the quality of CUE's student-centered operations.

III. SCOPE

☒ University-Wide OR ☐ Departmental Specify Department(s):

This Grievance Policy at CUE applies to all CUE students who seek to address concerns or submit grievances related to conduct that violates institutional policies or standards. For grievances raised by employees, refer to CUE's Employee Grievance Policy.

This Policy does not apply to the following:

- Issues regarding the behavior of students are managed according to the procedures set by the Office of Student Affairs.
- Grievances by students regarding the conduct of CUE employees; these should be initially reported to the Office of Student Affairs, forwarded to the Office of HR, and handled according to the Employee Code of Conduct Policy.
- If a grievant or the subject of a grievance ceases to be associated with CUE, this policy no longer applies. Consequently, any ongoing informal or formal procedures will be discontinued.

IV. DEFINITIONS

Grievant: Any person who submits, verbally or in writing, a grievance.

Academic Grievance: A complaint submitted by a student, formally or informally, regarding perceived unfair or arbitrary treatment within the context of a course that has resulted in harm. This does not cover academic misconduct; cases of academic misconduct are properly treated under CUE's Academic Standing Policy.

Non-Academic Grievance: A complaint submitted by a student, formally or informally, concerning arbitrary treatment that violates established policies or procedures, resulting in actual harm outside the academic setting. Examples of non-academic grievances are the following: inadequate accommodation for disabilities, facility access issues, unfair treatment, some disputes between faculty, staff, and

students, etc. This does not include incidents of harassment; incidents of harassment should be handled per CUE's Anti-Harassment Policy.

V. POLICY STATEMENT

This policy outlines the formal process through which students may submit grievances, including the timelines for the University's response. It also affirms students' rights to appropriate review and redress.

Students are encouraged to seek an informal resolution before initiating a formal grievance. This may involve a direct discussion between the parties to reach a mutually acceptable solution or mediation facilitated by a neutral third party. If informal resolution is unsuccessful, the student may proceed with the formal grievance process.

Students have the right to file a grievance or appeal decisions in accordance with the Student Grievance Process. Generally, CUE staff handling student grievances should respond with attentiveness, courtesy, and sympathy. At all times, employees of CUE must remain calm and respectful.

Note: This Policy does not supersede the procedures of any other CUE policy. For example, if at any point it is determined that harassment is an aspect of the grievance, the issue shall be handled according to CUE's Anti-Harassment Policy.

VI. POLICY PRINCIPLES

The University upholds the following principles in addressing student grievances:

- **Personal:** grievances should only be submitted by a grievant personally affected by the action or decision underlying the grievance; CUE students may not submit grievances on behalf of other individuals or groups of people, but may assist others in submitting grievances.
- **Gravity:** Grievances should not be submitted if based solely on dissatisfaction with generally applicable University policy because it is unfair or inadvisable; disrespectful behavior, unless a pattern of activity that indicates abuse of authority, is not grounds for grievance submission.
- **Informal Resolution:** It is recognized that the best and most expeditious way to resolve grievances will normally be through the Informal Process.
- **Timely Resolution:** The University is dedicated to resolving student grievances promptly and efficiently in accordance with the constraints of this policy.
- **Fairness and Impartiality:** Every grievance will be handled with fairness, ensuring an objective and just resolution.
- **Confidentiality:** Confidentiality will be respected throughout the grievance process, except where disclosure is necessary for investigation.
- **Protection from Retaliation:** Students who raise grievances in good faith will not face any adverse consequences if their grievance is not upheld through the formal process.
- **Policy Compliance:** The grievance process will adhere to the University's established policies and procedures, including the Employee Code of Conduct, Student Code of Conduct, and Harassment policies.
- **Right to Withdraw:** Students may withdraw a grievance before formally proceeding with the
- **Flexibility:** The University may adjust this procedure with the agreement of all involved parties.
- **Representation:** Grievants must represent themselves in any complaints, but may seek advice from others within the University community as needed.

VII. ACADEMIC GRIEVANCE PROCEDURE

The formal grievance process must be initiated within ten (10) working days of the official recording of the contested decision or grade. The grievance is officially recognized on the date the *Statement of Academic Grievance Report Form* is submitted to the faculty member (See Appendix I).

First Level: Grievance Appeal to the Faculty Member

A student disputing a grade or score on an assessment or module grade must first attempt to resolve the issue directly with the faculty member. Final module grades must be appealed directly to the examination committee.

The student should seek clarification from the faculty member regarding the grading decision, present their concerns and rationale for contesting the grade, and aim for an informal resolution through discussion. If an informal resolution is not reached between the student and faculty member, the student may formally appeal by submitting a *Statement of Academic Grievance Report Form* to the faculty member. This form should be submitted electronically through official University communication channels for record-keeping purposes.

Upon receiving the form, the faculty member must provide a written decision with an explanation in the appropriate addendum on the form; this must be shared with the student within ten (10) working days. If the student does not take further action within five (5) working days of receiving the faculty member's decision, the decision is considered final.

If the student is dissatisfied with the outcome or does not receive a response within ten (10) working days, they may proceed to the second level of the grievance process.

Second Level: Department Head and the Academic Grievance Committee

If the student wishes to continue the appeal after the faculty member's decision (or lack of response), they must escalate the grievance by resubmitting the original *Statement of Academic Grievance Report Form* with the appropriate addendum section completed and the written faculty member response (if applicable) to the Department Head within five (5) working days.

Upon receiving the aforementioned documents, the Department Head will review the case and verify within ten (10) working days whether the proper first-level appeal procedures were followed and notify the student accordingly. If the student has not followed the appropriate procedures, the Department Head will notify the student of the first-level requirements necessary for further action to be taken. If the student has followed the proper first-level appeal procedures, the Department Head will provide a written assessment in the appropriate addendum section of the *Statement of Academic Grievance Report Form* and forward the form to the Academic Grievance Committee.

If the Committee is convened, the Committee must meet within five (5) working days, absent good cause. All deliberations will be confidential and closed to external parties. A written recommendation will be provided to the Department Head within five (5) working days after deliberations conclude. The Committee must write the decision in the appropriate section of the *Statement of Academic Grievance Report Form*; the decision will be transmitted by the Department Head to all affected parties.

The decision of the Academic Grievance Committee is final, except in cases covered by Section IX of this Policy.

VIII. NON-ACADEMIC GRIEVANCE PROCEDURE

The formal procedure must be initiated within ten (10) working days from the official recording of the contested decision. The Non-Academic Grievance Process officially begins when the *Statement of Non-Academic Grievance Report Form* is submitted to the appropriate authority (See Appendix II).

First Level: Non-Academic Grievance to the Unit Director

Any student who contests an administrative decision must first attempt to resolve the issue with the Head of the relevant Administrative Unit before submitting a written grievance. The student should present their concerns and seek to understand the reasons behind the administrative decision. The goal of this meeting is to foster mutual understanding and resolve the issue in an informal and collaborative manner.

If informal resolution efforts are unsuccessful, the student may submit a written grievance using the *Statement of Non-Grievance Report Form* to the Head of the relevant Administrative Unit. Upon receiving the completed form, the Director must provide a written decision with an explanation on the appropriate addendum of the form; this should be communicated to the grievant within five (5) working days.

If the student does not take further action within five (5) working days after receiving the Head's decision, that decision will be considered final. However, if the student is dissatisfied with the decision or does not receive a response from the Head within five (5) working days, they may proceed to the second level of the grievance process to file a formal appeal.

Second Level: The Provost

If the student chooses to continue the grievance after receiving the Head's decision or recommendation, they may escalate the matter to the Provost (or the Provost's designee), within five (5) working days. The student must submit the original *Statement of Non-Grievance Report Form* (with the Head's response, if applicable).

The Provost (or the Provost's designee) will determine within five (5) working days whether the procedures from the first level have been properly followed. If not, the Provost (or the Provost's designee) will require that the proper steps be taken before further action is pursued. The Provost (or the Provost's designee) will complete the appropriate section on the *Statement of Non-Grievance Report Form*.

The Provost (or the Provost's designee) will decide whether to dismiss the case or convene a committee. If the case is dismissed, the Provost (or the Provost's designee) must complete the appropriate section on the *Statement of Non-Grievance Report Form* and share the completed form with the grievant.

The committee will meet within five (5) working days, absent good cause, after the grievance form is received and the Provost (or the Provost's designee) confirms that procedures at the first and second levels have been properly followed. The committee will issue a written recommendation that should be inserted into the appropriate section of the *Statement of Non-Grievance Report Form* within five (5) working days after the conclusion of deliberations. This recommendation will be sent through the Office of the Provost to all relevant parties.

The decision of the committee is final, except in cases covered by Section IX of this Policy.

IX. APPEAL PROCEDURE

If the student, faculty member, or University staff member believes that a violation of the procedures outlined in this process has occurred, they may appeal the Committee's decision by submitting the *Grievance Appeal Form* (see *Appendix III*), with appropriate documents attached, to the President within five (5) working days from the date of the Committee's written decision. The President has the discretion to take any necessary actions to thoroughly review the grievance procedure and will then issue a final, binding decision. This decision will be communicated in writing to the student and all relevant parties within five (5) working days of the initial appeal, absent good cause.

X. POLICY DEVELOPMENT AND AUTHORIZING PARTIES

- Owned by: SA, Feb-22 2026
- Reviewed by: Policy and Procedure Review Committee, Feb-22 2026
- Approved and adopted by: President's Cabinet, Feb-26 2026
- Reviewed and approved by:

XI. APPENDICES

Appendix I: Statement of Academic Grievance Report Form



Catholic University in Erbil **Statement of Academic Grievance Report Form**

Include only one grievance per form. Additional pages may be used for the same grievance, if necessary. Separate forms should be used for new or different grievances.

SECTION A: TO BE COMPLETED BY GRIEVANT ONLY.

Identifying Information for Student Filing Report

Name:		Student ID#:	
Email:		Phone:	

Information regarding the grievance

Class (title and course code):	
Faculty:	
Assessment graded:	
Date Assessment Grade Received:	

Grievance Information

Provide a clear, concise summary of the grounds for the grievance:

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Grievant's Name (print): _____

IF GRIEVANCE IS DISMISSED

Provide an explanation for dismissal below:

IF THE COMMITTEE IS CONVENED

Provide a clear, concise summary of the final decision below :

Dean's Name (print):_____

Deans's Signature:_____

Date of communication to grievant:_____

Appendix II: Statement of NON-Academic Grievance Report Form



Catholic University in Erbil Statement of Non-Academic Grievance Report Form

Include only one grievance per form. Additional pages may be used for the same grievance, if necessary. Separate forms should be used for new or different grievances.

SECTION A: TO BE COMPLETED BY GRIEVANT ONLY.

Identifying Information for Student Filing Report

Name:		Student ID#:	
Email:		Phone:	

Information regarding the grievance

Department:	
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Grievance Information

Provide a clear, concise summary of the grounds for the grievance:

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Grievant's Name (print): _____

Grievant's Signature: _____

If this report is being filled out by another person, name of said person: _____

SECTION B: TO BE COMPLETED BY ADMINISTRATIVE MEMBERS ONLY

Identifying Information for Administrative Member

Grievance Response



Administrator's Signature: _____

SECTION C: TO BE COMPLETED BY PROVOST OR PROVOST DESIGNEE ONLY

Verification that appropriate first-level procedures have been followed: YES / NO

IF FIRST-LEVEL PROCEDURES WERE FOLLOWED

Dismissal of Grievance: YES / NO

IF GRIEVANCE IS DISMISSED

Provide an explanation for dismissal below:

IF THE COMMITTEE IS CONVENED

Provide a clear, concise summary of the final decision below :

Provost's (or designee) Name (print): _____

Provost's (or designee) Name signature: _____

Date of communication to grievant: _____

Appendix III: Grievance Appeal Form



Catholic University in Erbil Grievance Appeal Form

This form is used to appeal a grievance decision under Section IX of the Student Grievance Policy. Appeals may only be submitted based on an alleged violation of the procedures outlined in the Student Grievance Policy. The completed form and supporting documents must be submitted to the President within five (5) working days from the date of the Committee's written decision.

SECTION A: TO BE COMPLETED BY THE INDIVIDUAL FILING THE APPEAL.

Name:		Student ID# (if applicable):	
Role:	☐ Student ☐ Faculty ☐ Staff		
Email:		Phone:	

Type of Grievance being Appealed:

☐ Academic Grievance
☐ Non-Academic Grievance
Date of Committee Decision:

SECTION B: BASIS FOR APPEAL

The appeal must be based solely on an alleged violation of grievance procedures.

☐ I allege that a violation of the grievance procedures occurred.

Provide a clear and concise explanation of the procedural violation(s).
(Identify the specific step(s) in the policy that were not followed.)

Explanation:

SECTION C: SUPPORTING DOCUMENTATION

Attach copies of:

- ☐ Original Grievance Report Form
- ☐ Committee Decision
- ☐ Relevant Communications
- ☐ Additional Supporting Documents

List attachments below:

SECTION D: CERTIFICATION

I certify that this appeal is submitted in good faith and is based solely on an alleged violation of the grievance procedures as outlined in the Student Grievance Policy.

Name (print): _____

Signature: _____

Date of Submission: _____

SECTION E: PRESIDENTIAL REVIEW (Office Use Only)

Date Appeal Received: _____

Was the appeal submitted within five (5) working days?

- ☐ Yes ☐ No

Grounds Verified as Procedural Violation Claim:

- ☐ Yes ☐ No

Presidential Determination:

- ☐ Appeal Denied – No Procedural Violation Found
☐ Appeal Granted – Procedural Violation Confirmed

Action Taken (if applicable):

- ☐ Case Returned for Reconsideration
☐ Decision Modified
☐ Other (Specify)

Final, Binding Decision Issued By:

President Name (print): _____

Signature: _____

Date of Decision: _____

Date Communicated to Parties: _____