



1. POLICY NAME: **ONLINE STUDENT COMPLAINT SYSTEM**

2. POLICY CATEGORY: **GENERAL POLICIES**

3. POLICY STATEMENT:

Students may file their complaint through an online application: <https://complaints.aud.edu/> accessible through the AUD website under the Student Portal section. The Student Complaint System is focused on providing feedback to problems/issues raised by AUD students.

It is advised that students should first directly communicate with the person/department with whom they have a complaint. If the students still wish to formalize the complaint with the relevant academic or administrative head, then they can log into the Student Complaint System application and submit their complaint.

Once a complaint is submitted, the academic or administrative head receives a notification email prompting him or her to log into the application and follow up on the complaint.

Students will receive an update on the status of their complaint via email within 5 working days. If input is not received within this timeframe, students are requested to follow up with the Office of Institutional Effectiveness. The Student Complaint System is not relevant for grade or academic standing appeals.

In the event that the above procedure does not yield reasonable outcomes, students may consult the Grievance Officer by following the AUD Grievance Process.