



Avicenna International College

AIC Rules and Protocols

R-115

*“AIC Complaints Policy and Procedure”
Students, Employees, and Members of the Public*

General Guidelines

Avicenna International College is a student-centered institution and employs all its efforts to provide international-level services for all its students, employees, and clients. We respect the opinion of all our students and deal with all complaints and observations.

AIC will deal with legitimate complaints in a fair and objective manner. Complaints will be handled with care and respect. Students, employees, and members of the public will not be disadvantaged by raising a complaint. Anonymous complaints will not be accepted. All information related to any complaint will be handled confidentially and will be shared only with those relevant to the case on the agreement of confidentiality.

AIC responds positively to complaints and will make all its students aware of this “Complaints Policy and Procedure”. Any complaints will be dealt with promptly and constructively by independent staff. The results will be reviewed and communicated to the complainant and any AIC employee involved. If a student makes a complaint that turns out to be baseless and malicious, may result in disciplinary actions against the student.

The principal of AIC will be responsible to review all complaints under the supervision of the Director of AIC. They can involve an employee of AIC in this process and will finally report to the President before the final result is made known to the student. If the complaint is against the Principal or the Director, then the President is responsible for the complaint and he will personally investigate the complaint.

The Complaints Procedure Chart

This Policy and Procedure deals with complaints that are relevant to one of the following areas:

- The quality of the education and academic services at AIC including teaching quality, course content, tutoring and academic support of students
- The quality of services provided by the Student Center
- The quality and management of examinations and other academically related services
- The issues related to fees, grants, scholarships, and bursary
- The improper behavior or treatment by the AIC employees
- The poor quality of services related to student accommodation, restaurant, health, insurance, and other services
- Disturbance and bullying by other students or employees of AIC
- Any incidents or behavior that may be related to radicalization, hatred or discrimination must be reported as a complaint. If subsequently such a complaint or report is identified as a false alarm, no consequences will be implicated for the student unless it is proven that the complaint or report itself was an act of discrimination or hate.

The Procedure to File a Complaint

Students and staff can go to the website of the AIC and fill out the complaint form and submit it online. All complaints must bear the name of the person who files the complaint. If the complaint is against a specific person or department at AIC, then the name of the person or the department should be clearly stated. The subject and reason for complaint must be indicated and if needed to be supported by facts and documents.

If a student needs support for filing a complaint, he/she can refer to the Student Center and ask for an advisor who can provide assistance in the process. In such cases, a faculty member who is not involved in the complaint will be assigned as the advisor for the student who wishes to file a complaint.

The Complaint Procedure

Many cases of complaints can be resolved with an appropriate discussion and resolving of the problem for the complainant. The complaint is always submitted in writing online. The Student Center will respond to any complaint the latest in 2 weeks. All issues will be resolved with care and courtesy for the student and staff. Information will be handled with care discretely. If the complaint is about financial matters, the issue will be discussed with the AIC Finance Department and the final decision will be made by the President of AIC.

If the complaint is not resolved with discussion and preliminary decisions, then the second formal stage of the complaint process will start. This process starts upon the written request of the student stating his/her dissatisfaction with the explanations and decisions. The request for the second formal complaint will be sent to the President of AIC. The start of the second formal complaint and its supervision by the President will be acknowledged in writing to the complainant within 10 working days.

The President of AIC will assign a committee of 3 people to review the complaint and come up with consultations and suggestions to resolve the situation and find remedies for the existing problems if any. The Complaints Committee will carry out an investigation of the complaint. They may interview the parties involved and call for witnesses. They will try to establish or disprove the complaint, as necessary. They will prepare a summary report within 10 working days of the assessment to be presented to the President of AIC.

The Appeal Procedure

The complainant or the respondent may decide to appeal against the decision of the President based on the recommendation of the Complaint Committee. The appeal takes place in writing, stating detailed reasons for appeal addressed to the President within 5 days after the communication of the decision. The appeal will be

acknowledged within 10 working days by the President. The appeal will be reviewed and an external expert will be invited to comment on the case. The final decision will be communicated within 20 days.