

# **SUPERIOR UNIVERSITY**

## **Student Grievance Policy (for online learners)**

### **1. Introduction**

An online university must ensure a fair, transparent, student-friendly, and accessible learning environment where students feel respected, supported, and heard. Due to the nature of online learning—where students interact through LMS, virtual classrooms, emails, online assessments, and digital support systems—students may face concerns related to academics, assessments, communication delays, technical problems, unfair treatment, or service delivery issues.

This policy provides a structured grievance mechanism to help students report issues without fear, receive timely solutions, and maintain trust in academic systems. The university is committed to resolving grievances through a confidential, unbiased, and evidence-based process, while promoting professionalism, ethics, and mutual respect.

### **2. Purpose of the Policy**

This policy aims to:

- Provide a formal mechanism for students to raise complaints and grievances.
- Ensure fairness and transparency in grievance resolution.
- Protect students from bias, discrimination, harassment, or unfair academic treatment.
- Improve online learning services through feedback and corrective actions.
- Promote accountability among academic and administrative units.

### **3. Scope of the Policy**

This policy covers all grievances related to:

#### **3.1 Academic Grievances**

- Unfair grading or assessment marking
- CLO/BT mismatch in exam or quiz
- Delays in results, feedback, or evaluation
- Poor academic guidance or unclear instructions
- Missing course resources on LMS

#### **3.2 Examination & Assessment Grievances**

- Online exam technical disruptions
- Safe Exam Browser (SEB) issues
- Incorrect exam settings (time, access, password)
- Wrong questions uploaded / question bank errors
- Disputed re-attempt or exam rescheduling issue

### 3.3 LMS / Technical Grievances

- Login/access problems
- Course not visible on LMS
- Attendance not marked correctly
- Content not opening / video not playing
- Assignment submission errors

### 3.4 Student Services Grievances

- Fee voucher errors
- Enrollment / registration issues
- Transcript and document delays
- Scholarship or financial aid complaints
- Miscommunication or service delays

### 3.5 Conduct, Ethics & Behavior Issues

- Harassment, bullying, discrimination
- Unethical conduct by staff or student
- Misbehavior in online class or discussion forums
- Abuse of authority or unfair treatment

Note: This policy does NOT apply to criminal matters (referred to legal authorities), academic misconduct cases (handled under Academic Integrity Policy), or routine queries.

## 4. Definitions

- 4.1 Grievance: A formal complaint raised by a student regarding any unfair, improper, or unsatisfactory issue related to academic or administrative matters.
- 4.2 Complainant: The student who submits the grievance.
- 4.3 Respondent: The individual/department against whom the grievance is raised.
- 4.4 Resolution: A documented outcome that addresses the grievance through corrective action, clarification, or decision.

## 5. Principles of Student Grievance Handling

The university will follow these principles:

- Fairness & Impartiality
- Confidentiality
- Timeliness
- Evidence-Based Decision
- Non-Retaliation
- Accessibility
- Professional Communication

## **6. Student Rights and Responsibilities**

### **6.1 Student Rights**

Students have the right to submit grievances without fear, receive acknowledgement and tracking number, be heard respectfully, receive written outcomes, and appeal if not satisfied.

### **6.2 Student Responsibilities**

Students must submit grievances with valid evidence, avoid abusive language, follow timelines, cooperate in investigation, and use proper official channels.

## **7. Grievance Submission Channels**

Students may submit grievances through:

- LMS “Student Grievance Form”
- Official University Email
- Online Student Portal Ticketing System
- Quality Enhancement Cell (QEC) Helpdesk
- Online Student Support Centre / ODL Office

## **8. Grievance Resolution Procedure**

Step 1: Informal Resolution (First Level) — within 3 working days

Student should contact Course Instructor / Program Coordinator / LMS Support.

Step 2: Formal Grievance Submission (Second Level) — within 7 working days of issue

Student submits grievance form with details and evidence.

Step 3: Acknowledgement and Case Registration — within 48 hours

Case number issued and assigned to relevant office.

Step 4: Investigation and Evidence Review — within 7 working days

May include LMS logs, assessment settings, written responses, and meetings.

Step 5: Decision & Resolution — within 10 working days from submission

Outcome shared in writing (upheld/partially upheld/rejected/referral).

## **9. Appeal Process**

If unsatisfied, student may appeal within 5 working days of decision.

Appeal authority may include Head of Department/Dean, Grievance Review Committee, and Academic Council (final level).

## **10. Timelines Summary**

A summary of grievance handling timelines is provided below.

Stage	Action	Timeline
Level 1	Informal resolution	3 working days
Level 2	Formal submission	Within 7 working days
Level 3	Acknowledgement	48 hours
Level 4	Investigation	7 working days
Level 5	Resolution	10 working days
Appeal	Appeal submission	5 working days

## **11. Composition of Student Grievance Committee (Online University)**

To ensure fairness, impartiality, and effective resolution, the university shall constitute a Student Grievance Committee (SGC) with the following composition:

- Chairperson: Dean / Head of Faculty (not directly involved in the case)
- Member: Head of Department / Program Director
- Member: Quality Enhancement Cell (QEC) Representative
- Member: Student Affairs / Student Support Representative
- Member: LMS / IT Support Representative (for technical & LMS cases)
- Member: Examination / COE Representative (for assessment and exam-related cases)
- Member: Student Representative (optional, where applicable; ensures student voice)
- Secretary: ODL Office / QEC Officer (responsible for documentation and coordination)

Note: Any member having a conflict of interest shall recuse themselves and a replacement shall be nominated by the competent authority.

## **Annexure A: Student Grievance Form (Online University)**

Please fill in all required fields. Incomplete forms may delay processing.

Student Name

Registration / Roll No.

Program

Course Code & Title (if applicable)

Student Email (Official)

Contact Number

Type of Grievance

Academic / Exam / LMS / Services /  
Conduct

Date of Incident

Time of Incident

Name/Unit Concerned (Respondent)

Details of Complaint (Describe clearly)

Evidence Attached

Yes / No (Screenshots, emails, LMS logs,  
etc.)

Expected Resolution / Request

Previous Action Taken (If any)

Preferred Contact Method

Email / Call / LMS Ticket

Student Declaration

I confirm that the information provided is  
true to the best of my knowledge.

Student Signature / Digital Confirmation

Date

For Office Use Only

Case No.

Date Received

Receiving Officer

Assigned To

Status Open / Under Review / Resolved / Closed

Decision Summary

Resolution Date

Remarks

**Email: cms@suoerior.edu.pk**