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- a. **Authority** : The Board of Trustees (herein referred to as "Board") at The American University of Kurdistan (herein referred to as "AUK" or "University") is authorized to establish rulesish rules

An academic grievance occurs when a formal or informal grievance is submitted by a student who believes they have been harmed by being treated arbitrarily or capriciously within the context of a course.

A non-academic grievance occurs when a formal or informal grievance is submitted by

does not receive a response from the faculty member within 10 working days, and the student wishes to pursue the appeal s/he may proceed to the second level of grievance.

If the student elects to pursue the appeal after the faculty member's decision (or indecision), s/he may take the matter to the Department Chair within 5 working days. The Chair shall review the case and ascertain within 10 working days whether the appeal procedures at the first level have been duly followed; if they have not, s/he will require that they be followed before taking further action. The Chair will provide his/her written assessment of the case on the Statement of Grievance Form, which is then sent to the Dean of the respective College.

In consultation with the Provost, the Dean makes a decision as to whether to dismiss the case or convene an Academic Grievance Committee, which shall consist of a minimum of three faculty members chosen by the Dean or the Dean's designee. Faculty from the same department as the faculty member involved in the case may not serve on the Committee. The Dean or designee shall serve on the Committee; the Provost functions as the chairperson without a vote. All deliberations of the Committee will be closed and confidential.

The Committee should meet as soon as possible, but no later than 10 working days after being charged by the Dean. A written recommendation shall be furnished by the Committee and transmitted through the Office of the Provost to all affected parties within 5 working days after the conclusion of the Committee's deliberations. The decision of the Academic Grievance Committee is final.

The formal procedure must be started within 20 working days after the contested decision was officially recorded. The Non-Academic Grievance Process officially begins on the date the "Statement of Grievance Form" is received by the Director of the respective unit.

Any student who contests an administrative decision shall first attempt to resolve the matter with the Director of that Administrative Unit before filing a written grievance. The student must explain his/her position to the Director and attempt to understand the unit's reasons for assigning the decision. The purpose of the meeting is to reach a mutual understanding of the student's situation and the unit's actions and to resolve differences in an informal and cooperative manner.

Should attempts at an informal resolution fail, the student may file a grievance in writing on the Statement of Grievance Form. After receiving a completed Statement of Grievance Form, the Director of the respective unit shall assure that a written decision outlining the express reasons for that decision is delivered to the student within 10 working days. Should the student fail to take further action within 5 working days after receiving the Director's decision, then that decision shall stand. If the student is dissatisfied with the decision or does not receive a response from the Director within 10 working days, and the student wishes to file a formal appeal s/he may proceed to the second level of grievance.

If the student elects to continue the grievance after the Director's decision or recommendation has been received, s/he may take the matter to the

APPENDIX: STUDENT GRIEVANCE FORM
Statement of Grievance Form

RESPONSE TO STATEMENT OF GRIEVANCE

A large, empty rectangular box with a thin black border, occupying the central portion of the page. It is intended for the user to write their response to the statement of grievance.

RESPONSE TO FACULTY/DIRECTOR REVIEW OF STUDENT GRIEVANCE

A large, empty rectangular box with a thin black border, intended for the user to write their response to the faculty or director review of a student grievance.