جامعة قطر
QATAR UNIVERSITY

Coordinator Complaint Guide

1. Go to myBanner self-service , click Enter Secure Area and enter your QUID
   and password.

Enter Secure Area
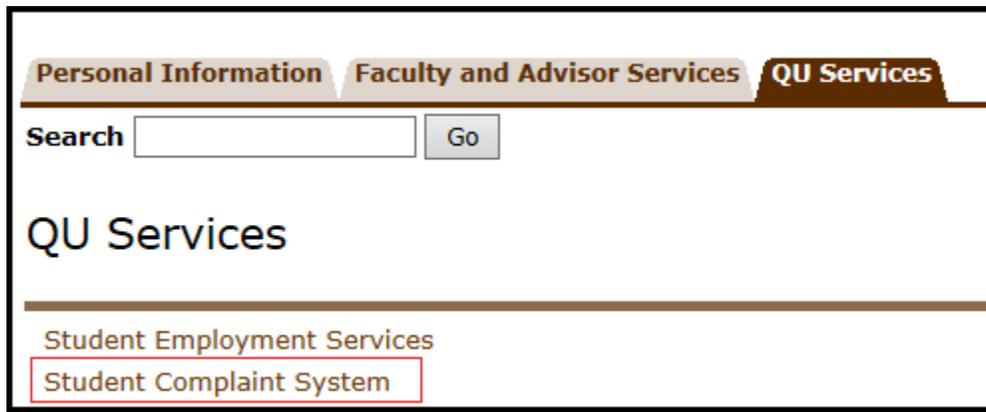Apply for Admission
View Class Schedule
View Course Catalog
RELEASE: 8.5.2

QU ID: _____
Password: _____

Login   Click Here for Help with Login?

2. Go to QU Services link then Student Complaint System as shown below

Personal Information   **Faculty and Advisor Services**   **QU Services**

Search [_____] Go

QU Services

Student Employment Services
Student Complaint System

3. Click on Review and Update Complaint.

Personal Information   **Faculty and Advisor Services**   **QU Services**

Search [_____] Go

Submit a Complaint التقديم على شكوى
Check Complaint Status متابعة حالة الشكوى
Complaint Re-appeal إعادة التظلم
Review and Update Student Complaint

4. Please fill in the required fields as provided by the Complaint Specialist, and click Get Complaint Details.

Student Complaint System   نظام شكاوى الطلبة

INSTRUCTIONS:
Please read the *Student Complaint Policy* for more details .

You are required to complete all the fields marked with an asterisk(*)

التعليمات
يرجى قراءة سياسات الشكاوي الطلابية للأطلاع على المزيد من المعلومات المتعلقة بهذا النظام.

يرجى ملاحظة أن جميع الحقول المشار إليها ب (*) إجبارية

Enter Complaint Code *
* الرجاء إدخال رقم الشكوى

Enter Complaint PIN *
*الرجاء إدخال الرقم السري

Get Complaint Details >>>

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5. The page below illustrates the details of the complaint, you should type your updates, then click Save.

This complaint belongs to student   هذه الشكوى خاصة بالطالب /ه

Student ID:		Student Name:
Student Mobile:		Student Telephone:
Student Email:		Student Status:
Student College:		Student Major:

Complaint details

Complaint Code	Complaint Type	Complaint Against	
ASCE87540	Academic	Faculty	D

Administrator notes:

Enter your narative notes: (You will be able to change yor notes as this complaint still open and not closed by administrator)

Save

6. At this step you can attach any support documents by clicking on the link (attach documents by email).

Your notes have been successfully submitted,please keep the following complaint code:
███████ / PIN: ████ for future reference

لقد تم تقديم ملاحظاتكم بنجاح.يرجى الاحتفاظ بهذا الرمز ؛ PIN: ████ / ███████ للمراجعة

You may include an attachment using the following formats only:
(PDF,DOCX & JPG):

يمكنك إرفاق أي مستند إذا كان يوافق احد الامتدادات المذكورة فقط
(JPG,DOCX&PDF)

Attach documents by email

ارفاق الملفات عن طريق االبريد الالكتروني

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7. Once the complaint status is closed, you cannot add or edit any details. If you try to login, the screen below will appear.

The complaint code you entered is closed or still not transfered for you to update... please try again in later time

رقم الشكوى المدخل مغلقه أو لم يتم تحويله بعد للتعديل ... الرجاء العودة و المحاولة في وقت أخر