

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Grievance and Academic Appeals Policy	Effective Date	14/06/2026
	Category	Student Affairs	Last Review date	
	Policy Number	STU-002	Next Review date	14/06/2029
	Responsible Entity	Vice President for Student Affairs	Approved By	President

Overview

Students who believe they have been treated unfairly by AIU, whether in the assessment of their academic work, the application of institutional policies, or the delivery of services, must have a genuine, accessible, and documented mechanism for raising that concern and obtaining a fair response. Accrediting agency requires that institutions provide students with clearly stated rights and access to fair, documented grievance procedures. Accrediting agency requires that those procedures be consistently applied. A grievance process that exists on paper but is difficult to access, opaque in its operation, or inconsistent in its outcomes does not satisfy either standard.

This policy establishes AIU's framework for student grievances and academic appeals, the formal processes through which students may challenge academic decisions, dispute the application of institutional policies, and appeal outcomes with which they disagree. The policy establishes two primary streams: academic grievances (including grade appeals and academic standing appeals) and non-academic grievances (including service complaints and financial account disputes). Each stream has its own track, but all tracks share the same core commitments: a genuine informal resolution attempt before formal proceedings; a written determination at every formal stage; an appeal right; and full non-retaliation protection for students who use the process in good faith.

This policy is read alongside STU-001 (Student Conduct and Disciplinary Policy), which governs student conduct proceedings and the appeals available to students subject to disciplinary sanctions. The two policies are distinct: STU-001 governs what happens when AIU takes action against a student for conduct violations; STU-002 governs what happens when a student takes action against AIU for decisions or treatment the student believes was unfair. Both exist because Accrediting agency requires both.

Scope

This policy applies to all enrolled students of AIU, including full-time, part-time, Foundation Program, and graduate students, who wish to raise a grievance about an academic decision, an assessment, the application of an institutional policy or procedure, or the delivery of a University service. It applies to all academic Schools, programs, and administrative units of AIU whose decisions or actions may be the subject of a student grievance. Where a grievance involves elements of more than one policy framework, the Vice President of Student Affairs determines which policy governs the primary claim and communicates this in writing to the student within five working days of receiving the formal grievance.

Purpose

The purposes of this policy are to:

- Provide every AIU student with a fair, transparent, accessible, and documented process for raising grievances about academic decisions and institutional treatment
- Establish the specific grounds on which grade appeals may be filed, distinguishing the limited grounds for challenging a grade from a general right to revisit assessment judgments
- Establish the academic standing appeal process that gives students a meaningful opportunity to contest academic probation, suspension, or dismissal determinations

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- Define the non-academic grievance process for service complaints and financial account disputes
- Establish the Student Academic Grievance Committee as the independent review body for appealed academic grievances
- Guarantee non-retaliation for all students who use this process in good faith
- Demonstrate compliance with student rights and grievance procedures, and fair and equitably applied policies

Definitions and Abbreviations

Grievance: A formal complaint by a student alleging that an AIU decision, action, or omission has adversely and unfairly affected the student's academic standing, educational experience, or rights as a member of the University community.

Grade Appeal: A formal challenge by a student to a final course grade on one of the specific grounds set out in Article 4 of this policy. Not all disagreement with a grade constitutes a valid ground for a grade appeal.

Academic Standing Appeal: A formal challenge by a student to a determination of academic probation, suspension, or academic dismissal made under AIU's published academic standing standards.

General Academic Grievance: A formal complaint about an academic matter other than a grade appeal or academic standing appeal, including assessment procedural irregularities, degree requirement disputes, and faculty conduct in academic contexts.

Non-Academic Grievance: A formal complaint about an administrative or service matter, including the incorrect application of a University policy or procedure, a service failure, or a financial account dispute.

Grievant: The student filing the grievance

Respondent: The faculty member, administrator, or unit whose decision or action is the subject of the grievance.

Student Academic Grievance Committee (SAGC): The standing committee established under Article 5 of this policy, responsible for hearing appeals of formal academic grievances and issuing final written determinations on those appeals.

Informal Resolution: A structured, time-limited attempt to resolve a grievance through direct communication between the Grievant and the Respondent, facilitated where necessary by the relevant Department Chair or VP/SA's office, before a formal grievance is filed.

Support Person: A person chosen by the Grievant to accompany them to any formal meeting or hearing. The Support Person may not speak on the Grievant's behalf unless specifically invited by the Chair or reviewing officer.

Working Day: A day on which AIU administrative offices are open and operating normally, excluding weekends, Kuwait public holidays, and official University holiday periods.

Policy

Article 1: Governing Principles

The following principles govern all aspects of the student grievance and appeals process at AIU:

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- a. **Accessibility:** The grievance process is genuinely accessible to all students. It is published in the Student Handbook and on AIU's website. No student is required to obtain the permission of any faculty member or administrator before filing a formal grievance. Filing a grievance is a protected institutional right, not a privilege that can be withheld.
- b. **Proportionality:** The formality of the process is proportionate to the seriousness of the grievance. Minor concerns are addressed through informal resolution. More serious matters require a structured formal process. A student should not need to go through an exhaustive formal hearing to resolve a straightforward policy misapplication.
- c. **Timeliness:** Grievances are resolved promptly. An unresolved grievance that drags on for months causes harm to the student regardless of the eventual outcome. The timelines in this policy are binding on both the University and the student. Where delays are unavoidable, they are communicated in writing before the deadline passes.
- d. **Impartiality:** Every person involved in reviewing a grievance, from the Department Chair at the informal stage to the SAGC at the appeal stage, must have no personal interest in the outcome and no prior involvement in the decision being challenged. Actual or perceived conflicts of interest are declared and the conflicted person is replaced.
- e. **Transparency:** The grounds for every decision are communicated to the student in writing. A decision that cannot be explained in writing is a decision that has not been properly made.
- f. **Limited scope of grade review:** AIU recognizes that faculty members exercise expert academic judgment in assessing student work. The grade appeal process does not allow the University to substitute its judgment for the faculty member's on questions of academic quality. Grade appeals succeed only on the specific grounds in Article 4, not on the basis that the student disagrees with the mark awarded.
- g. **Non-retaliation:** No person who files a grievance, participates in a review, or serves on a grievance committee experiences any adverse consequence for that participation. Retaliation is itself a serious institutional violation and is treated accordingly under GOV-003 (Whistleblower Protection Policy).

Article 2: Grievance Types and Applicable Tracks

Grievances at AIU fall into the following categories. The table below specifies the applicable track for each:

Grievance Type	Examples	Applicable Track
Academic Grievances		
Grade appeal	Student believes a final course grade was assigned in error, was based on factors unrelated to academic performance, applied an undisclosed	Academic - Grade Appeal Track

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	grading standard, or reflected discrimination or improper treatment	
Academic standing appeal	Student disputes a determination of academic probation, suspension, or dismissal arising from GPA or progression requirements	Academic - Academic Standing Appeal Track
Assessment procedural complaint	Student alleges a procedural irregularity in the administration of an examination or assessment including unauthorized changes to the assessment, inaccessible conditions, or the use of undisclosed criteria	Academic - General Academic Grievance Track
Curriculum and degree requirement dispute	Student disputes the application of a degree requirement, transfer credit decision, or graduation requirement to their individual case	Academic - General Academic Grievance Track
Faculty conduct in academic context	Student alleges that a faculty member's conduct in a teaching or supervisory role adversely affected their academic opportunity — excluding conduct covered by STU-001 or discrimination procedures	Academic - General Academic Grievance Track
Non-Academic Grievances		
Service or administrative complaint	Student alleges that an administrative office or service unit has applied an AIU policy or procedure incorrectly, failed to provide a service to which the student is entitled, or treated the student unfairly in a non-academic context	Non-Academic - General Grievance Track
Financial account dispute	Student disputes a financial charge, refund decision, scholarship application, or financial hold applied to their account	Non-Academic - Financial Grievance Track

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Conduct sanctions appeal	Student appeals the outcome of a disciplinary proceeding under STU-001 on the grounds specified in STU-001 Article 8	Non-Academic - STU-001 Appeal Process
Matters OUTSIDE This Policy		
Academic misconduct sanctions	Appeals of academic misconduct findings are governed by STU-001; this policy does not provide an independent mechanism for challenging academic misconduct outcomes	See STU-001
Discrimination and harassment complaints	Complaints involving discrimination, sexual misconduct, or harassment are primarily governed by ADM-003 (Equal Opportunity and Non-Discrimination Policy)	See ADM-003
Faculty employment matters	Matters relating to faculty employment, workload, or professional treatment are governed by FAC-002	See FAC-002

Article 3: Student Rights in the Grievance Process

Every student who uses this policy has the following rights. These rights apply at every stage of the process:

Right	Description
Right to a fair and impartial review	The grievance is reviewed by persons with no personal interest in the outcome and no prior involvement in the decision being challenged
Right to a written decision	Every formal grievance receives a written determination specifying the decision, the reasoning, and the available next step
Right to know the basis for the decision	The written determination communicates the principal reasons for the decision, including the evidence or rationale relied upon

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Right to respond to adverse information	Where the reviewer relies on information provided by the respondent that is adverse to the student's position, the student has the opportunity to respond to that information before the determination is issued
Right to an appeal	Every student who receives a formal Phase 3 determination has the right to appeal on the grounds specified in Article 8 of this policy
Right to confidentiality	Grievance proceedings are confidential. The student's identity and the substance of the grievance are not disclosed beyond those with a need to know for the resolution of the matter
Right to a Support Person	The student may bring one Support Person to any formal meeting or hearing in the grievance process. The Support Person may not speak on the student's behalf unless specifically invited by the Chair or reviewer
Right to be free from retaliation	No person who files a grievance in good faith, participates in a review, or serves on a grievance committee is subject to adverse consequences for that participation
Right to access the process	The grievance process is published and accessible. A student is not required to obtain the permission of any faculty member or administrator before filing a formal grievance. Filing a grievance does not affect the student's enrolment or academic standing pending the outcome

Article 4: Grade Appeals

AIU respects the professional academic judgment of its faculty. A grade appeal is not a mechanism for reconsidering a faculty member's assessment of work quality. The following specific grounds are the only grounds on which a grade appeal may be filed:

Ground	What It Means	What It Does NOT Cover
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Error of calculation or recording	The final grade was arrived at through an arithmetic error or was recorded incorrectly in the system; the grade does not reflect the actual marks awarded	General dissatisfaction with marks on individual assessments where the calculation is correct
Application of undisclosed criteria	The faculty member applied grading criteria, standards, or weighting that were not disclosed in the course syllabus or through any official course communication	Disagreement with the faculty member's interpretation of criteria that were disclosed
Improper conduct affecting the grade	The grade was influenced by bias, discrimination, personal conflict, or other improper non-academic consideration not by the student's academic performance	Subjective or qualitative academic judgments made honestly by the faculty member, even if the student disagrees
Significant procedural irregularity	The assessment was conducted in a materially irregular manner that disadvantaged the student, for example, an examination conducted under conditions that impaired the student's performance in a way that was not adjusted for	Administrative inconveniences or minor irregularities that did not materially affect the student's performance

A grade appeal must be filed within 20 working days of the publication of the final course grade. The deadline is firm. A grade appeal that is filed after this deadline will not be considered except where the student can demonstrate that the ground for the appeal was not discoverable within the deadline period despite reasonable diligence, for example, where administrative records confirming a calculation error were not accessible to the student within the standard period.

4.1 Preliminary Discussion with the Faculty Member

Before filing a formal grade appeal, the student is required to discuss the grade with the faculty member who assigned it. This requirement is genuine, it is not a procedural hurdle that a student completes by

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sending a single email. The purpose is to allow the faculty member the opportunity to identify and correct any error, or to clarify the basis of the grade in a way that may resolve the concern without a formal process. The student contacts the faculty member within 10 working days of the grade publication. The faculty member responds within 5 working days. If the faculty member is unavailable, the student raises the matter with the Department Chair, who facilitates the contact.

Where the preliminary discussion resolves the matter, for example, the faculty member acknowledges a calculation error and corrects the grade, no formal appeal is necessary. The faculty member submits the corrected grade through the Registrar within 5 working days of the agreement. Where the preliminary discussion does not resolve the matter, the student may file a formal grade appeal within the time limits set out in this article.

4.2 Formal Grade Appeal - Filing

The formal grade appeal is submitted in writing to the VPSA within 20 working days of grade publication (or within 10 working days of the conclusion of the preliminary discussion if that extended the timeline within the deadline window). The formal appeal must:

- Identify the course, semester, instructor, and grade being challenged
- State clearly which ground(s) from Article 4 the appeal relies on
- Provide a factual description of why the stated ground(s) apply, with reference to evidence
- Attach all supporting documentation available at the time of filing
- State the specific remedy sought, for example, a recalculated grade or a grade review by a second faculty member

4.3 Grade Appeal Review - Dean Level

The Dean of the relevant School (or the VPAA for cross-school or interdisciplinary courses) reviews the formal grade appeal. The Dean:

- Forwards the appeal to the faculty member concerned within 3 working days of receipt, requesting a written response within 7 working days
- Considers the student's appeal, the faculty member's response, the course syllabus, the relevant assessment materials, and any other documentation relevant to the stated grounds
- Does not independently re-assess the student's academic work, the VPSA's review is limited to whether the stated ground for the appeal is supported by the evidence
- Issues a written determination to both the student and the faculty member within 15 working days of the start of the Dean-level review

The Dean may: dismiss the appeal (where the stated ground is not supported by the evidence); uphold the appeal and direct the faculty member to recalculate the grade using the correct criteria; uphold the appeal and direct that the work be reviewed by a second qualified faculty member; or uphold the appeal and direct that a replacement assessment opportunity be provided where a significant procedural irregularity occurred that cannot otherwise be remedied. The Dean may not assign a specific grade — the

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outcome of Dean-level review is a direction to the faculty member, not a grade change imposed by administration.

Article 5: Academic Standing Appeals

Academic standing determinations, academic probation, academic suspension, and academic dismissal, are based on published GPA and progression standards. The standards themselves are not subject to individual challenge through this process. The academic standing appeal is available where a student believes:

- The academic standing determination was made in error, for example, a GPA was calculated incorrectly or a grade correction that should have affected the outcome was not applied
- Exceptional, unforeseen, and documented circumstances, illness, bereavement, or family emergency occurring during the relevant assessment period, contributed materially to the academic outcome, and the student did not have a reasonable opportunity to apply for exceptional circumstances relief through the standard process before the determination was made

Disagreement with the GPA threshold itself, with the academic standing policy generally, or with the outcome of assessments that affected the GPA (which is addressed through grade appeals) are not grounds for an academic standing appeal.

5.1 Filing

The academic standing appeal is submitted in writing to the VPSA within 10 working days of the written notification of the academic standing determination. The appeal must state the ground(s) relied on and attach all supporting documentation, including medical certificates, death certificates, or other corroborating evidence for exceptional circumstances claims. An academic standing appeal does not automatically suspend the effect of the determination, the student's status remains as determined pending the outcome of the appeal unless the Vice President for Student Affairs grants a specific interim deferral for documented good cause.

5.2 Review by the Academic Standing Review Panel

Academic standing appeals are reviewed by an Academic Standing Review Panel convened by the VPAA for each case. The Panel comprises the relevant Dean (or their designate), the VPAA (or their designate), and the Registrar (for data verification). The Panel reviews the appeal and the supporting documentation within 10 working days of the filing deadline. The Panel may: dismiss the appeal; uphold the appeal and reverse the determination; or uphold the appeal with conditions, for example, allowing the student to continue on probation with a defined improvement plan. The Panel's written determination is issued to the student within 5 working days of the Panel's deliberation.

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5.3 Appeal of the Panel's Determination

Where the student disagrees with the Academic Standing Review Panel's determination, they may appeal in writing to the VPAA within 10 working days of receiving the determination. The VPAA's determination is final at the administrative level. The VPAA reviews the Panel's process and the evidence, the VPAA does not conduct a de novo review of the substantive academic standing decision, and may uphold, reverse, or refer back to the Panel for reconsideration. The VPAA's written determination is issued within 15 working days of the appeal filing.

Article 6: General Academic Grievances

A general academic grievance covers academic matters other than grade appeals and academic standing, including procedural irregularities in assessments, curriculum and degree requirement disputes, and faculty conduct in academic contexts that falls outside conduct proceedings under STU-001.

6.1 Informal Resolution Requirement

The student must first attempt informal resolution by raising the concern directly with the relevant faculty member, Department Chair, or unit head within 10 working days of the event or decision giving rise to the grievance. The student documents the attempt in writing, an email exchange is sufficient. Where the informal attempt resolves the matter, no further action is needed. Where it does not resolve the matter within 5 working days of the first contact, the student may file a formal grievance.

6.2 Formal Grievance Filing and Review

The formal general academic grievance is filed with the VPSA within 20 working days of the event or decision (or within 10 working days of the failed informal resolution attempt). The VPSA routes the grievance to the relevant Dean, who reviews the matter, consults with the respondent, and issues a written determination within 15 working days. The determination is provided to both the student and the respondent. The determination may: dismiss the grievance; uphold the grievance and direct a specific remedy; or refer the matter for further institutional action where it reveals a systemic issue beyond the specific student's case.

Article 7: Non-Academic Grievances

7.1 General Service and Administrative Complaints

A student who believes that an administrative office or service unit has applied a University policy incorrectly, failed to deliver a service to which the student is entitled, or treated the student unfairly in a non-academic context raises the concern informally with the head of the relevant unit within 10 working days of the event. Where informal resolution fails, the student files a formal non-academic grievance with

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the VPSA within 20 working days of the event. The VPSA forwards the grievance to the VP Administration, who reviews and issues a written determination within 15 working days.

7.2 Financial Account Disputes

A student who disputes a charge, refund determination, scholarship application, or financial hold on their account raises the dispute in the first instance with the Student Accounts Office within 10 working days of receiving the statement or decision. The Student Accounts Office responds within 5 working days. Where the response does not resolve the dispute, the student files a formal financial grievance with the VPSA, who routes it to the Director of Finance for review. The Director of Finance issues a written determination within 10 working days. Appeals from the Director of Finance's determination are directed to the VP Administration, whose decision is final.

Financial disputes arising from the application of the refund schedule, tuition rates, or financial aid calculations are governed by FIN-003 and FIN-007 respectively, this policy applies to the procedural handling of the dispute, not to the underlying financial policy, which is set by those instruments.

Article 8: Student Academic Grievance Committee and Appeals

Where a student is dissatisfied with the outcome of the Dean-level Phase 3 review in a formal academic grievance, they may appeal to the Student Academic Grievance Committee (SAGC). The SAGC is the final internal review body for academic grievances within AIU. The following grounds for SAGC appeal are recognized:

- A material procedural error in the Dean-level review that prejudiced the outcome
- The Dean-level determination was not supported by the evidence available
- New material evidence has emerged that was not available at the time of the Phase 3 review and that would likely have changed the outcome
- The remedy directed was not appropriate or proportionate to the ground upheld

General dissatisfaction with the Phase 3 determination is not a ground of SAGC appeal. The appeal is filed in writing with the VPSA within 10 working days of the Phase 3 written determination, specifying the ground(s) relied on.

8.1 SAGC Composition and Quorum

Member	Appointment	Voting Status
Chair — Senior faculty member (Associate Professor or Professor rank,	Appointed by VPAA annually from a panel of faculty volunteers; no conflict of interest with the specific grievance	Voting

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not from the student's School)		
Two faculty members from Schools other than the student's enrolled School	Appointed by VPAA from a rotating trained faculty panel	Voting (2 members)
One faculty member from the student's School (not the relevant Department)	Appointed by the relevant Dean on a case-by-case basis; subject to conflict-of-interest declaration	Voting
VPAA (or designee)	Ex officio administrative support; ensures procedural compliance; provides institutional context	Non-voting
One student representative nominated by the AIU Student Council	Annual nomination; serves as observer on academic grievances; does not participate in deliberations on grade appeals involving confidential faculty assessment records	Non-voting observer

The SAGC convenes for each appeal. A quorum consists of the Chair plus at least two voting faculty members. Any member with a conflict of interest in the specific appeal recuses and is replaced from the trained alternates panel. The SAGC Chair is responsible for ensuring that the Committee is constituted without conflicts before the appeal hearing is scheduled.

8.2 SAGC Hearing Process

The SAGC reviews the appeal on the record, the documentation from the formal grievance process plus any new evidence submitted with the appeal. The SAGC may:

- Conduct a written review without a hearing where the appeal record is complete and no factual dispute requires oral clarification
- Convene a hearing where the appeal involves disputed facts, new evidence, or a procedural issue that requires clarification from the parties

Where a hearing is convened, the student is given at least 7 working days notice and has the right to be present, to address the Committee, and to bring a Support Person. The respondent faculty member or unit head is given the same opportunity. Deliberations are conducted in private. The SAGC issues a written determination within 20 working days of the appeal filing. The determination specifies the ground relied

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on, the evidence assessed, and the outcome, which may be to dismiss the appeal, uphold the appeal in whole or in part, or direct the Dean to reconsider the Phase 3 determination in light of the SAGC's findings.

8.3 Finality

The SAGC's determination is the final administrative determination on an academic grievance within AIU. Where the student believes that AIU's internal process has not been conducted in a procedurally fair manner, they may raise the matter with Accrediting agency through Accrediting agency 's complaint process, which is available to students after the institution's internal process is exhausted. The VPAA provides written information on Accrediting agency's student complaint process to any student who requests it.

Article 9: Process Timeline

The following master timeline applies to all formal grievance tracks. Timelines are binding on all parties. Where a deadline cannot be met, the responsible party notifies all relevant parties in writing before the deadline expires and states the revised timeline. Repeated missed deadlines by the institution, not by the student, constitute a process failure and are escalated to the VPAA.

Step	Timeline	Responsible Party
Phase 1: Informal Resolution (all tracks except Financial Grievance)		
Student raises concern informally with the faculty member, instructor, or relevant unit head	Within 10 working days of the event or decision giving rise to the grievance	Student
Informal response provided by the faculty member or unit head	Within 5 working days of the informal approach	Faculty member / unit head
Informal resolution concluded (either resolved or unresolved)	Day 15 maximum	Both parties
Phase 2: Formal Grievance Filing		

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Formal grievance submitted in writing to VPSA	Within two weeks days of the event or decision (or within 10 working days of the conclusion of informal resolution)	Student
VPSA acknowledges receipt and confirms completeness	Within 3 working days of receipt	VPSA
VPSA forwards to the relevant Dean (academic matters) or VP Administration (non-academic matters)	Within 5 working days of receipt	VPSA
Phase 3 — Review and Determination		
Relevant Dean or VP Administration reviews the grievance; consults with the respondent faculty member or unit	Within 15 working days of receiving the grievance from the VPSA	Dean / VP Administration
Written determination issued to the student and respondent	Within 15 working days of the start of Phase 3 review	Dean / VP Administration
Phase 4 — Appeal		
Student files written appeal to the Student Academic Grievance Committee (academic) or VPAA/VP Administration (non-academic)	Within 10 working days of the Phase 3 written determination	Student
Appeal reviewed by the Student Academic Grievance Committee or the relevant VP	Within 20 working days of appeal filing	Committee / VP

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Final written determination issued	Within 5 working days of committee deliberation or VP review	Committee Chair / VP
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Article 10: Non-Retaliation and Confidentiality

10.1 Non-Retaliation

No student who files a grievance under this policy, no student who participates in a grievance review as a witness, and no faculty or staff member who serves on the SAGC experiences any adverse employment, academic, or institutional consequence for that participation. Retaliation against a student who exercises their rights under this policy is a serious violation of institutional integrity. A student who believes they have been subjected to retaliation for using this process reports the retaliation immediately to the VPSA. The retaliation complaint is treated as a separate matter and investigated independently of the underlying grievance. GOV-003 (Whistleblower Protection Policy) provides additional protections for persons who report institutional violations in good faith.

10.2 Confidentiality

Grievance proceedings are confidential. The existence of a grievance, the identity of the parties, and the substance and outcome of the proceedings are disclosed only to: the parties themselves; persons with a direct role in the review process; and persons with an administrative need to know in order to implement a remedy. The VPSA' office maintains confidentiality standards consistent with ADM-002 (Privacy and Personal Data Protection Policy) in all aspects of grievance administration. Where a grievance or its outcome must be disclosed to implement a remedy, for example, where a grade must be corrected in the Registrar's system, the disclosure is limited to the information necessary for that specific purpose.

Article 11: Records and Annual Review

The VPSA maintains a complete record for every formal grievance filed under this policy, including: the filed grievance and supporting documentation; all correspondence and written determinations at each stage; the SAGC hearing record where applicable; and documentation of any remedies implemented. Grievance records are retained for five years from the date of final resolution, or for seven years where the grievance concerns a matter that may have ongoing academic significance (such as a grade appeal affecting degree completion or honors).

The VPSA reports annually to the VPAA and the Board Academic Affairs Committee on: the number of grievances filed by type; the stage at which they were resolved; the number upheld and dismissed at each stage; the most common grounds; and any systemic issues identified through the grievance patterns. This reporting constitutes part of AIU's evidence for accreditation compliance and is included in the Annual Institutional Effectiveness Report. Patterns of grievances that suggest systemic issues, for example, a

 AMERICAN INTERNATIONAL UNIVERSITY الجامعة الأمريكية الدولية	Policy Main Title	Student Grievance and Academic Appeals Policy	Effective Date	14/06/2026
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cluster of grade appeals from a single instructor or a pattern of financial dispute errors from a specific process, are escalated to the VPAA for a systemic review.

Procedures

Filing a Formal Grievance

1. The student obtains the AIU Student Grievance Form from the VPSA' office or the AIU website. The form guides the student to specify: the type of grievance; the relevant track; the event or decision giving rise to the grievance; the informal resolution attempt and its outcome; the ground(s) relied on; the supporting documentation attached; and the remedy sought.
2. The completed Form and all supporting documents are submitted to the VPSA by email or in person. The submission is date-stamped and acknowledged within 3 working days. The acknowledgement confirms receipt, confirms whether the grievance is within the scope of this policy, and identifies the next step.
3. Where the grievance is incomplete, missing required information or documentation, the VPSA returns it to the student with a specific list of what is needed. The student has 5 working days to complete the filing without losing the original submission date for deadline purposes.
4. Where the grievance is outside the scope of this policy, the VPSA notifies the student in writing within 5 working days with the reason and, where applicable, a referral to the correct process (STU-001 for conduct matters; ADM-003 for discrimination; FAC-002 for faculty employment).

Grade Appeal - Specific Steps

1. Student confirms that preliminary discussion with the faculty member has been attempted and documented. The documentation (at minimum, an email exchange) is attached to the formal appeal.
2. The VPSA routes the formal grade appeal to the relevant School Dean within 3 working days of receiving the complete filing.
3. The Dean forwards a copy to the faculty member within 3 working days of receipt and requests a written response within 7 working days. The faculty member's response must: confirm or dispute the factual basis of the appeal; address each stated ground; and provide the relevant course materials (syllabus, grading rubric, the student's assessed work) where these are needed to evaluate the ground.
4. The Dean reviews the appeal, the faculty response, and all relevant materials. Within 15 working days of the start of the Dean-level review, the Dean issues a written determination to the student and the faculty member. Where the Dean upholds the appeal, the specific direction is documented: what correction is required, by whom, and by when.
5. Where a grade correction is directed, the faculty member submits the corrected grade to the Registrar within 5 working days of the Dean's determination. The Registrar confirms the correction to the VPSA. The VPSA closes the file and notifies the student of the correction's implementation.

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SAGC Appeal - Specific Steps

1. The student files the written SAGC appeal with the VPSA within 10 working days of the Phase 3 written determination, specifying the ground(s) and attaching all previously submitted documentation plus any new evidence not available during Phase 3.
2. The VPSA convenes the SAGC within 5 working days of receipt of the appeal. The SAGC Chair confirms there are no conflicts of interest among the appointed members and that a quorum is available.
3. The VPSA provides the complete Phase 1–3 file to all SAGC members and notifies both parties of the SAGC composition at least 5 working days before any hearing (or the commencement of written review). Either party may raise a conflict-of-interest concern within 3 working days of receiving the composition notice.
4. The SAGC determines whether a hearing is required. Where a written review is sufficient, the Committee meets in private to deliberate on the record. Where a hearing is convened, both parties are given at least 7 working days' notice and the hearing is scheduled within 15 working days of the appeal filing.
5. The SAGC issues its written determination within 20 working days of the appeal filing. The VPSA distributes the determination to both parties and implements any direction in coordination with the relevant Dean, Registrar, or administrative unit within 5 working days.

President Signature

Signature: _____ Date: _____