



UNIVERSITY POLICIES ON RESOLUTION OF STUDENT COMPLAINTS AND DISPUTES

Peace Multicultural University is committed to fostering a supportive and fair environment for all students. To address concerns effectively, the university provides clear procedures for resolving student complaints, disputes, and grievances. These processes encourage informal resolution where possible while ensuring formal mechanisms are in place for more complex issues. The policy emphasizes confidentiality, protection from retaliation, and timely resolution to uphold the rights and responsibilities of all parties involved.

1. Resolution of Student Complaints, Disputes, and Grievances

1.1 Complaint Submission

- Students are encouraged to resolve complaints, disputes, and grievances by discussing issues with the relevant department or staff member.
- Students are encouraged to provide a written document to the relevant department or staff member regarding the issues.
- If a resolution is not possible, students may submit a complaint in writing to the Office of Student Affairs via email to admin@pm-univ.org.

1.2 Formal Complaint Process

- Formal complaints must include a clear description of the issue, relevant supporting documents, and the desired resolution.
- The Office of Student Affairs will acknowledge receipt of the complaint within five business days and initiate a review.

1.3 Dispute Resolution Timeline

- The university aims to resolve complaints within 30 business days of submission.
- If additional time is required, the student will be informed of the revised timeline.

1.4 Appeals Process

- If a student is dissatisfied with the outcome of a complaint, they may appeal the decision by submitting a written appeal to the Appeals Committee within 15 business days.
- The appeal should include reasons for disagreement and any new evidence.

1.5 Confidentiality and Retaliation Protection

- All complaints and disputes will be handled confidentially to the extent possible.
- The university prohibits retaliation against students who file complaints or participate in dispute resolution processes.