

AUC SCHOOL OF CONTINUING EDUCATION	ISSUED: Feb. 2008
	REVISED: Sept 2021
	OWNED BY: ADIA/ Exec. Dir, SEM
B11. LEARNER PETITIONS AND GRIEVANCES	APPROVED BY: Dean, SCE
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POLICY

Petitions

A learner/new applicant has the right to appeal to a higher SCE authority on any aspect pertaining to class instruction, learning environment, administration processes, or admission/registration processes. Examples of such cases include faculty's grading procedure, a classroom disciplinary action, a change in class schedule, exemption from attendance policy, etc. For classroom issues, learners must first discuss them with the faculty.

Grievances

All SCE learners have the right to report faculty's disciplinary actions related to equal opportunities and university policies concerning racial, sexual, ethnic, or religious nondiscrimination.

The petition/grievance is submitted to the relevant Program Manager/Assistant Director/Department Director by visiting <https://sce.aucegypt.edu/learner-handbook/learner-petition-grievances> and selecting to complete the form online or by using the form (FormB11-1July18), if the issue is not resolved by the faculty in case of classroom issues.

Departments handle learners' petitions/grievances within five (5) working days of the receipt of the form. During this period, a class visit should be conducted to validate the issues written in the petition with all/majority of class learners. Learners are notified, by email or in writing, by the department of the action taken.

A learner/new applicant can seek resolution at higher administrative levels if the matter is not resolved at the department level. In this case, the decision of the Associate Dean, Instructional Affairs (ADIA) / Executive Director, Strategic Enrollment Management (SEM) is final.

All petitions/grievances are handled with discretion, protecting the learners' best interests. Anonymous petitions/grievances are completely disregarded.