



**MANIPAL**  
ACADEMY of HIGHER EDUCATION  
DUBAI CAMPUS  
*(Institution of Eminence Deemed to be University)*



**STUDENT GRIEVANCE  
REDRESSAL POLICY  
2025 - 2026**

## Guidelines on Grievance Redressal

The Manager, Student Affairs, looks after the welfare of students and is available in office on the first floor of the Manipal Academy of Higher Education building, Dubai Campus on all working days between 8am – 4pm.

### CONTACTS:

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### What is Grievance?

Grievances of Students refer to complaints, concerns, or issues raised by students regarding their academic or non-academic experiences within an educational institution. These grievances typically arise when students feel that they have been treated unfairly, have encountered problems that negatively affect their learning or well-being, or have experienced violations of their rights. The grievances can cover a wide range of matters, from issues related to the quality of education to personal treatment by faculty or staff.

### 1. Objectives:

- 1.1. Facilitate a speedy, impartial, objective and consistent mechanism for redressal of varied issues faced by all students and parents.
- 1.2. Handle grievances with sensitivity and confidentiality
- 1.3. Encourage a communication process between the grievant and respondent, based on mutual trust and respect.

### 2. Applicability:

- 2.1. The below guidelines are applicable to all students enrolled in Manipal Academy of Higher Education, Dubai (MAHE, Dubai).

### 3. Registering Grievances:

#### 3.1. Academic Grievances

Any academic-related grievances, including issues with attendance, classwork, examinations, etc., should be initially raised with the respective program coordinator or the School Chairperson.

- **Grading Disputes:** Concerns over unfair or incorrect grading of assignments, exams, or overall course evaluations.

- **Teaching Quality:** Complaints about ineffective teaching methods, lack of academic support, or insufficient communication from professors.
- **Course Content and Delivery:** Issues related to outdated, unclear, or inaccessible course material, or the manner in which it is delivered.
- **Discrimination in Academic Settings:** Complaints regarding bias or unfair treatment based on race, gender, religion, disability, etc.

### 3.2. Non-Academic grievances

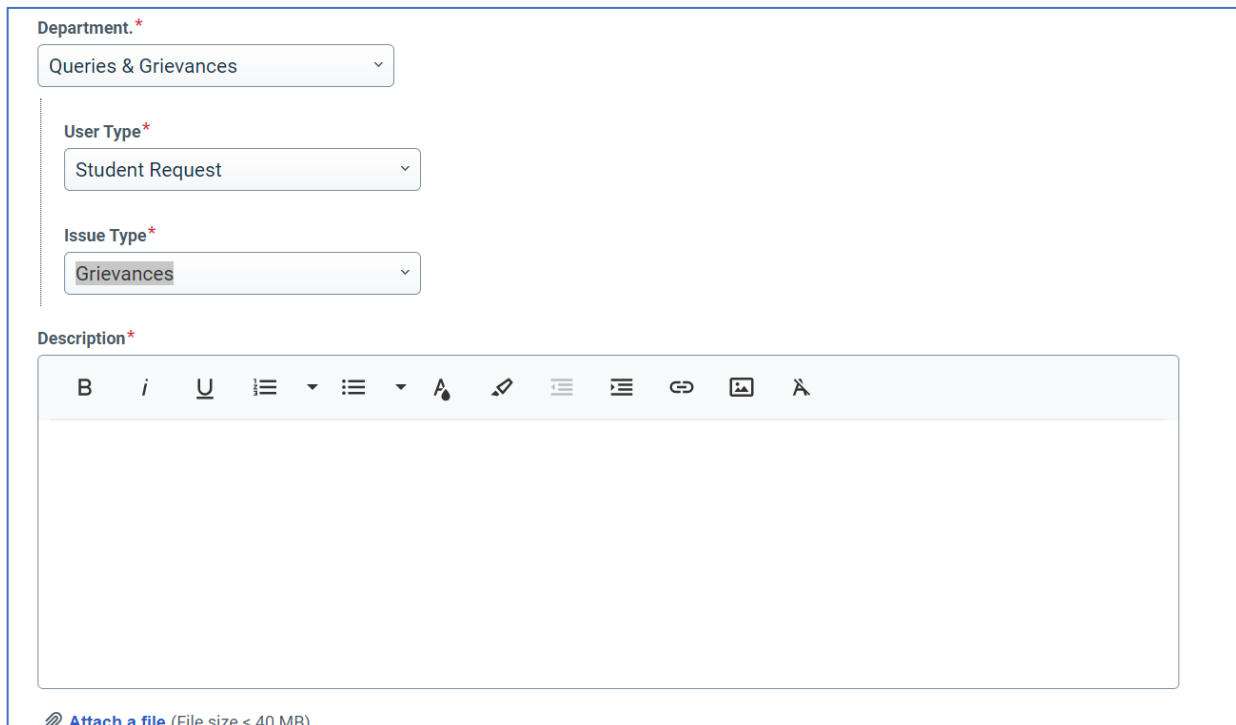
All grievance related to nonacademic and administrative departments can be communicated by raising a ticket on the “servicedesk” portal by selecting the appropriate options as shown in Image 1.

1. IT Services
2. Infrastructure and Services
3. Student Finance
4. Office of Deputy Registrar
5. Other Grievances



Image 1

The service desk portal can be accessed through the QR code cited in Image 1.



The screenshot shows a web form for raising a ticket. It includes three dropdown menus: 'Department' (selected: Queries & Grievances), 'User Type' (selected: Student Request), and 'Issue Type' (selected: Grievances). Below these is a 'Description' text area with a rich text editor toolbar. At the bottom, there is a link to 'Attach a file (File size < 40 MB)'.

Image 2: Raising a New Ticket on servicedesk.manipaldubai.com.

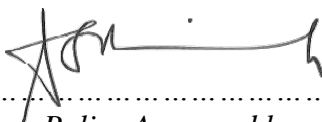
- 3.3. Any grievance /complaint relating to sexual harassment will not be covered under these rules as there is a separate mechanism for addressing such matters by POSH.
- 3.4. All cases related to academic issues will be escalated to the Academic President of MAHE Dubai while all non-academic cases will be escalated to the Office of Student Affairs of MAHE Dubai.

#### **4. Response to Grievance:**

- 4.1. Upon submission of a ticket, students will receive an immediate email acknowledging receipt of their complaint.
- 4.2. The concerned team/department shall respond to the ticket/complaint in 2-3 working days.
- 4.3. Formal Grievance Procedures: The process for students to file their complaints, often involving a submission of a written grievance or email, followed by an investigation or review
- 4.4. Special committees or the Student Affairs Office will handle complaints impartially and confidentially.
- 4.5. Institutions may offer mediation services or attempt to resolve the grievance through dialogue and negotiation between the involved parties.
- 4.6. If the grievance is not resolved satisfactorily, students may be allowed to appeal the decision to a higher authority or committee.

*Policy Effective Date: 26<sup>th</sup> August 2024*








*Policy Review Date: 26<sup>th</sup> June 2026*



*Policy Approved by*

**Dr Sudhindra Shamanna**  
*Academic President*  
*Manipal Academy of High Education, Dubai*



GRIEVANCE REDRESSAL MECHANISM (Online/Offline)	
Who can file Grievance? *Students/Parents/Teacher Guardians	
ONLINE Grievance submitted to SA via E-mail/WhatsApp/MAHE Service desk(ticket).	OFFLINE Grievance submitted to SA via Personal/Call/Letter/Message
<div>  <div>Within 1 Day</div>  </div>	
Complainant – called by Manager Student Affairs (MSA)	
<div> <div>Within 2 Days</div>  </div>	
Application will be forwarded to MAHE Grievance Redressal Committee (GRC) with a copy to Academic President.	
<div> <div>Within 7 working Days</div>  </div>	
MAHE GRC conducts enquiry Proceedings of the enquiry is reported to Academic President	
<div> <div>Within 4 Days</div>  </div>	
MAHE communicates the decision to the Complainant through email/hardcopy/Chairperson of the School	
<div> <div>Within 4 Days</div>  </div>	
If complainant is dissatisfied with MAHE GRC decision, he/she can submit an application to the Academic President.	
<div> <div>Within 7 Days</div>  </div>	
Academic President will call for a hearing withing five working days and process the application and communicate the decision to the complainant through email.hardcopy withing another two working days.	