



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

# STUDENT GRIEVANCE REDRESSAL POLICY

Authored by

Manipal Academy of Higher Education, Dubai

## Guidelines on Grievance Redressal

### What is a Grievance?

A grievance may be any kind of discontent or dissatisfaction or negative perception, whether expressed or not, arising out of anything connected with university that a student thinks, or even feels, is unfair, unjust, or inequitable.

### 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

All grievance related to academics such as attendance, classwork, examinations etc, can be raised with the respective program coordinator and/or the School Chairperson at the first instance.

#### 3.2. Non-Academic grievances

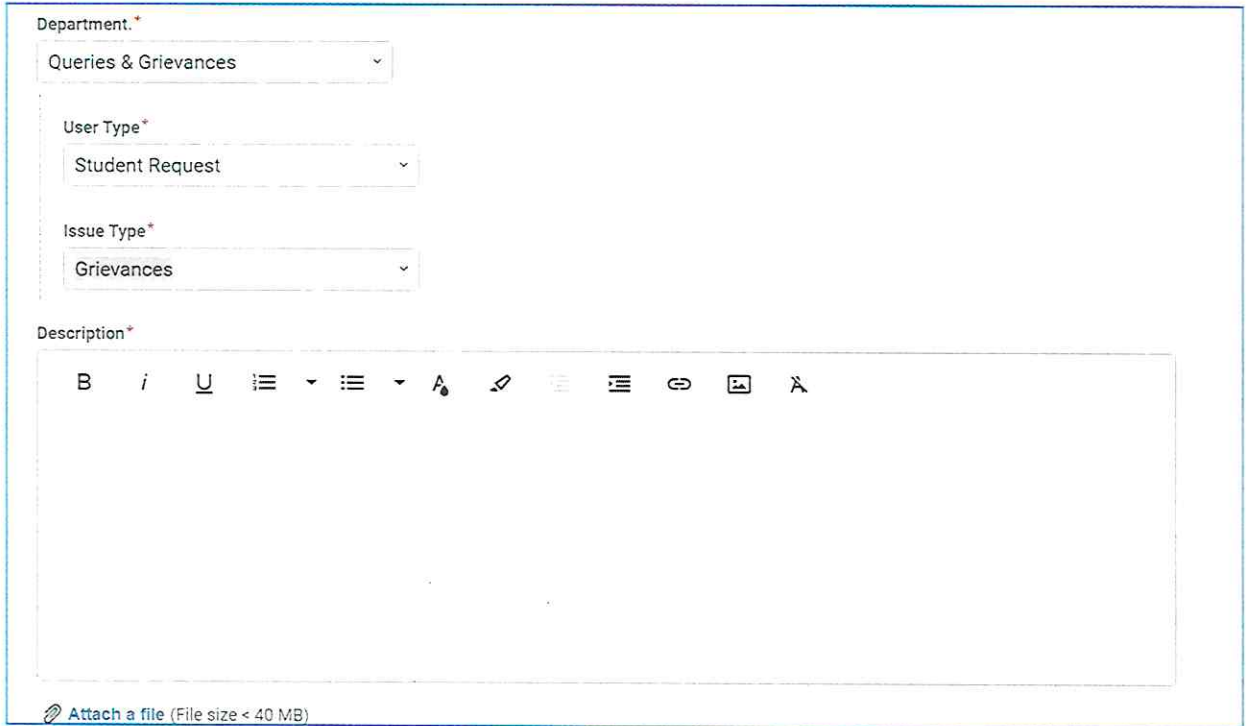
All grievance related to any of the below departments can be communicated by raising a ticket on the “servicedesk” portal by selecting the appropriate options as shown in Image 2.

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



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

Image 1



Department\*  
Queries & Grievances

User Type\*  
Student Request

Issue Type\*  
Grievances

Description\*

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 General Manager of MAHE Dubai

#### 4. Response to Grievance:

- 4.1. Students will be emailed an initial response immediately after submitting a ticket as an acknowledgment of receiving the ticket.
- 4.2. The concerned team shall respond to the ticket/complaint in 2-3 working days.

*Policy Effective Date: 27<sup>th</sup> August 2016*

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Reviewed Annually*

  
Policy Approved by

**Dr Sudhindra Shamanna**  
Academic President  
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