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ကျောင်းလိပ်စာ၊ အိမ်အမှတ် (၇၃၉-၇၄၁)၊ ပုဂံလမ်း (၃)၊ ရပ်ကွက် (၁၂၃)၊ အရှေ့ဒဂုံမြို့နယ် ၁၁၄၅၁၊ ရန်ကုန်။

Students Complaint and Appeal Policy

Joseph Education University – JEU is committed to receiving and addressing, in a fair and timely manner, all written student complaints filed with the University regarding the University itself or its faculty or staff. Students wishing to file a written complaint under this policy should follow the procedures described below. This policy applies to all currently enrolled and formerly enrolled students who wish to file a complaint that falls within the definition of “written student complaint” below and relates to actions or matters that affected the student while the student was enrolled at Joseph Education University. An enrolled student is one who has officially matriculated into the University. Individuals taking non-credit courses at the University have not matriculated into the University and are not considered enrolled students.

Joseph Education University – JEU has instituted the following procedures for student complaints and adheres to these procedures. Students (traditional, evening, online, and graduate) are free to submit written complaints and appeals. Appeals and complaints are dealt with fairly and judiciously on a case-by-case basis. Students have the right of complaint and appeal in the following instances:

a. General Complaint Policy

Any general complaints and appeals, not outlined explicitly in the following sections, should be directed to **Academic Dean for Students**, including concerns related to academic coursework and faculty, technology, and other aspects of the student experience. Please direct all such concerns to **Ms. Monica Kim, Academic Dear Officer**, at josepheducationuniversity@gmail.com

b. Transfer Credit Appeals

Transfer students have the right to appeal transfer credit decisions made by the [Office of the Registrar](#). The student must write a letter of appeal accompanied by any additional documentation requested by the Office of the Registrar. The appeal will be reviewed by the appropriate department chair and **Academic Dean for Students**, with additional documentation and the student will be notified of the decision rendered.

c. Course Appeals

A student who has an unresolved issue in a course is encouraged to appeal to the department chair of the discipline of the course or **Academic Dean for Students**. If the student is unable to meet with the department chair or Academic Dean for Students, he/she may meet with the Principle to receive assistance in bringing a resolution.

d. Advising/Registration/Degree Completion Appeals

A student who has an unresolved issue and has not received satisfactory answers from his/her assigned Academic Advisor related to degree completion, transfer of credit, advising questions or non-response, may appeal to the Registrar. An appointment will be set up promptly to consider the student's unresolved issues, with the goal of successful degree completion. If the issue is still unresolved following the meeting with the Director of Academic Advising or the Registrar, the student may appeal to the **Academic Dean for Students** at josepheducationuniversity@gmail.com, for a resolution.

e. Academic Suspension Appeals

A student may appeal an academic suspension to the Academic Progress Committee if there are valid extenuating circumstances that contributed to the poor academic performance. The student must submit a written appeal with supporting documentation addressed to the Academic Progress Committee Chairperson in care of the [Office of the Registrar](#) within one week of notice of pending suspension. If the appeal is granted, the student will be allowed to continue enrollment without a period of suspension or will be readmitted after the student has completed a period of suspension. The student must agree to a set of conditions that must be met until the student has successfully raised the G.P.A. to the minimum of 2.0. If the student fails to meet one or more of the conditions, a dismissal notice will be issued.

f. Course Registration Appeals

Course drops after a semester drop/add deadline are not allowed without a written appeal from the student to the [Office of the Registrar](#). The appeal must contain reasons that justify such an exception to the deadline. The outcome of a student appeal request will be based on the student's financial aid awarded, the point in time during the semester, and other contributing factors. A class that has been attempted cannot be dropped without an approved written appeal.

g. Late Registration Appeals

Late registration after the deadline is permitted only by the permission and requires a written appeal to the [Office of the Registrar](#).

h. Grades and Quality Point Appeals

Students who wish to appeal a grade must do so within the immediate succeeding semester. Otherwise, the recorded grade is permanent and can be changed only by repeating the course. Grade appeals must be submitted in writing to the department chair or Academic Dean for the School of Extended Education.

i. Timescales of the Appeal Process

Any appeal of students to the University must be addressed within 12 days by Academic Dean.

j. Financial Complaints & Appeals

Financial problems, questions and issues regarding student accounts should be addressed to the [Student Financial Services](#). Student complaints and appeals will be addressed promptly. Requests for problem resolution must be submitted in writing.

k. Student Disciplinary Appeals

The student must make all appeals in writing to the Student Development Office within 24 hours of receiving disciplinary notification. All decisions of the Student Development Office are final and there shall be no subsequent appeals.

l. Appeal to ABE

- i. ABE has an appeals policy that can be accessed either by a learner directly, or by a learner through the centre.
- ii. If any complaints and appeals are related with accredited classes and degrees of ABE, complaints can be made directly to ABE and/or the regulator Ofqual.

m. Responsible Officer

The Academic Dear Officer is the responsible university officer for this policy.

n. Policy Adoption

This policy is adopted on 1st January 2022.

o. Amendment

This policy should be reviewed and amended in every 3 years with the majority vote of the members of The University Administration Council.

Reference: [Complaint & Appeal Policies - Southeastern University - Acalog ACMST™ \(seu.edu\)](https://www.seu.edu/acalog/acmst/complaint-and-appeal-policies)