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## Student Complaint and Grievance Policy

In case of a student grievance concerning unfair treatment in course of their studies, the student needs to follow this procedure:

1. Before making a formal complaint pursuing the Student Complaint and Grievance Procedure, the student should at first make effort to discuss the issue with the individuals involved in the complaint.
2. Student should present the complaint for resolution in writing within 45 days of the incident prompting the complaint.
3. Faculty, administrators, and staff should response promptly and address the issues and questions brought to their attention.
4. Student is also advised to contact the academic advisor to clarify the problem and consult the matter. The academic advisor may consult the matter with both parties but has no authority to determine the final resolution to the problem.
5. Should the effort to resolve the situation directly with the persons involved or a mediation of academic advisor be unsuccessful, the student should follow the steps of the formal complaint process as described below.
6. Student may bring a written complaint about faculty member, administrator or staff member to the LIGS University President.
7. The written complaint needs to include information on the nature of the complaint and attach all possible supporting documents.
8. At his or her discretion, the LIGS University President may attempt to mediate the dispute and seek an informal resolution satisfactory to all parties.
9. In case any of the parties is dissatisfied with the resolution proposed by LIGS University President, the LIGS University President will appoint a third party / parties to hear both sides of the dispute and make a recommendation on the issue to the LIGS University President.
10. The LIGS University President will forward a decision in writing to the student within 45 days of receipt of the initial complaint.
11. The decision of LIGS University President taking into account the recommendation of the third party / parties is final.

This Policy is effective as of January 1st, 2015, and replaces any previous versions of the Policy.