Student Support System
Student’s Guide
Student Guide for Using the Student Support System for Appeals and Complaints

Dear student,

To help speeding up the procedures for student’s academic appeals and administrative complaints, AOU has developed an online system for automation of the appeals and complaints processes. This guide will help you in using the system. To post any complaints and appeals for further processing you should follow the following steps:

Step1: Please login to the system through the following screen using your Student ID and password.
Step 2: Click on the Student Support Icon to activate the Appeals/ Complaints System.
Step 3: In case you activate the Appeals System, the following screen will appear
Step 4: In case this is your first time to use the system, select the first option to view how will your appeal be processed.

Step 5: In case you would like to submit a new appeal, select the New Appeal Option, fill in the following form, and submit it. To submit a new appeal you should select the course related to the to appeal and the assessment component (TMA, MTA, Final).
Step 6: Then you should write the appeal reason and select the receipt no which you have previously used for payment through the (SIS System) and upload any necessary document file and select agree and press Submit.
Step 7: After pressing submit this screen will appear and the appeal will be sent successfully to the tutor of the course.
Step 8: If you select appeal History from the list, the following screen will appear for viewing your appeal's history and progression of the processing steps and the final result if the appeal is Permanently Closed.
Step 9: In case you activate the Complaints System, the following screen will appear.

Step 10: If student activates Complaint’s System, he can select one of the following options or view his Complaint’s History.
Step 11: If student activates a New Complaint option, he can fill in the following form and submit it after checking in On agree
Branch: Kuwait
Student Name: Fadi Samir Youssef
Student ID: 002775
Telephone No.: 66405406
E-mail address: fadei1991@hotmail.com
Academic Year: 2011
Academic Programme: Computing with Business
Academic Semester: 1

Subject of Complaint:
The subject

Reason(s) for Complaint:

Documents Attached:
- No — Yes

Note: Only .doc, .pdf, .zip, .txt or .docx files are supported

Upload File

I declare that to the best of my knowledge all the information I have supplied or attached with this form is true, accurate and complete. I give consent for this information to be circulated to relevant members of the AOU staff on a need-to-know basis for the purpose of investigating my
- Agree — Dis-agree

Submit
The following screen confirms successful submission of the complaint.
The following screen shows the complaint’s history:

### Complaint Options

To check how your complaint will be processed, Click Here
To submit a new complaint Click Here
To view your complaint processing status and history, Click Here

### Complaints History

<table>
<thead>
<tr>
<th>Complaint ID</th>
<th>Student ID</th>
<th>Branch</th>
<th>Complaint Type</th>
<th>Date</th>
<th>Send To</th>
<th>Complaint Status</th>
<th>Decision</th>
<th>Notes</th>
<th>Student Feedback</th>
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<tr>
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<td>Not Upheld</td>
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### Acronyms Used:

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEC</td>
<td>Branch Examination Committee</td>
</tr>
<tr>
<td>FEC</td>
<td>Faculty Examination Committee</td>
</tr>
<tr>
<td>CBEC</td>
<td>Central Examination Committee</td>
</tr>
<tr>
<td>BRDO</td>
<td>Branch Registration Office</td>
</tr>
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</table>