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# HKUST (GZ) Student Grievance Procedures (Draft)

## Chapter I. Policy Statement

1. The University acknowledges that although with the best intentions of individuals, disagreements and misunderstandings may arise. The Student Grievance Procedures are established to facilitate the timely and confidential expression, exploration, and resolution of such issues, supplementing the informal means of resolving students' problems or complaints.
2. It is applicable to student complaints and grievances in relation to the following areas:
  - a. Student Relations. Allegations of unfair treatment from faculty, administration, staff, or fellow students.
  - b. Student Facilities and Services. Dissatisfaction of University policies and procedures with respect to support, services, activities or facilities.
  - c. It shall not apply to claims relating to academic matters, grading or discipline. Such matters are within the jurisdiction of the Academic Senate.
  - d. It shall not apply to claims relating to sex and non-sex-based harassment and retaliation, which is subject to specific policies and regulations (under development).
3. The University shall maintain the confidentiality of all records and proceedings of the individual related information. However, in the event that any information arising becomes publicly known, the University reserves the right to release official statements as appropriate.



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## Chapter II. Informal Procedure

4. It is suggested that students discuss the problem informally with Directors of business units involved, Unit Head, Dean(s) or Dean of Students and where appropriate. A student may not proceed to formal review unless informal review with those persons has been exhausted.



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### **Chapter III. Formal Procedure**

5. If, for any reason, the grievance is not resolved informally to the student's satisfaction within a reasonable period of time, the student should contact the Residential College/Hub Dean(s) or Dean of Students, or their designate with a formal written complaint as the basis for all further consideration.
6. The Residential College/Hub Dean(s), Dean of Students, or their designate shall conduct an investigation of the facts upon which the complaint is based. As soon as practicable, the investigation result will be informed to the grievant.
7. If, for any reason, the student is not satisfied with the result, he/she may appeal to the Vice-President (Student Affairs) (VPSA) as appropriate. Upon receipt of the formal complaint, VPSA shall consult with the relevant University officials having authority over the area or subject matter of the grievance. Within ten working days following receipt of the complaint, VPSA shall render a decision and convey such decision to the student in writing. The VPSA's decision is final.



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## Chapter VI. Policy Review

8. This draft procedure guideline is effective from 1 August 2023 upon approval by the Committee of Student Affairs on 25 June 2023. Any comments or suggestions should be sent to the Secretary of the Committee of Student Affairs c/o the Office of Student Affairs.