STARDOM UNIVERSITY

Student Complaints and Appeals

1. Purpose

To provide an accessible, fair, timely, confidential, and documented process for receiving, reviewing, resolving, and escalating student complaints and appeals.

2. Scope

Applies to enrolled students and applicants raising a concern about admissions, registration, student services, administration, or academic decisions, subject to the separate academic appeal route where applicable.

3. Policy requirements

Submitting a complaint

Students may submit a complaint through the official channel published by the University. The University must publish and maintain a working contact method and explain what information should be included.

A complaint should describe the issue, relevant dates, prior steps taken, the outcome sought, and supporting information where available. A student should not be required to provide irrelevant sensitive information.

The University must acknowledge receipt within a reasonable period and record the complaint in a controlled log.

Review and resolution

The complaint must be assigned to an appropriate person who is not conflicted where reasonably practicable. The reviewer may request relevant information from the student and the responsible unit.

The review must be impartial and proportionate. The student should receive a written outcome explaining the decision and any available next step, subject to privacy and legal requirements.

If additional time is required, the University should inform the student of the reason and expected next update.

Appeals and escalation

A student may request an appeal or review where the published procedure permits it, stating the grounds and relevant evidence within the published deadline.

Where practicable, the appeal should be considered by a person or panel not responsible for the original decision. The written outcome must identify any further internal step, if available.

Nothing in this policy prevents a student from contacting a competent regulatory or external body where the student is legally entitled to do so. The University must not threaten, penalize, or discourage a student for making a lawful complaint.

Confidentiality and records

Complaint records must be access-controlled, retained under the records policy, and used only for legitimate review, resolution, safeguarding, or compliance purposes.

The University prohibits retaliation against a student who raises a concern in good faith. Deliberately fabricated claims may be handled under applicable rules, without discouraging good-faith reporting.

4. Responsibilities

Admissions and Registration & Student Affairs is responsible for maintaining this policy, coordinating implementation, retaining evidence, and proposing revisions. The President of the University is the final approving authority.

5. Review and document control

Annually and after any material change in complaint channels, organizational responsibilities, or applicable requirements.

The approved version must be version-controlled, published in an accessible format, and reconciled with the current catalog, enrollment agreement, applicable academic documents, and other policies. Superseded copies must be archived or clearly marked.

6. Regulatory and publication note

This policy does not itself establish BPPE approval, accreditation, government recognition, or authorization to operate. Statements about the University's legal or regulatory status must reflect current, independently verified evidence. Before publication, confirm the policy's applicability to the relevant legal entity, programs, and student population.

Approval / Effective Date: January 2026 | Next Review: January 2027

This policy must be interpreted consistently with applicable law, the current University Catalog, and the relevant enrollment agreement