



Jubaiha Center

Address: Queen Rania Street, Burj Complex, 1st floor, Office 102

Phone:

JO: +962 7 7772 6032

UK: +44 20 8840 4383

Email: info@jubaihacenter.com

Date: 28 October 2025

ENQUIRIES, COMPLAINTS AND APPEALS POLICY

1. INTRODUCTION

Jubaiha Center is committed to ensuring that all students, staff, and stakeholders have access to clear, fair, and transparent procedures for raising enquiries, complaints, or appeals.

Constructive feedback and fair resolution processes contribute to institutional accountability, continuous improvement, and a positive learning and working environment.

2. PURPOSE

This policy aims to:

- Ensure that concerns are addressed promptly, respectfully, and impartially.
 - Establish procedures for resolving academic and non-academic issues.
 - Maintain records of complaints and appeals for monitoring and improvement.
 - Protect individuals from discrimination, victimisation, or retaliation.
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3. SCOPE

This policy applies to:

- All current and former students of Jubaiha Center.
 - Applicants and prospective students.
 - Staff, contractors, and service users.
 - Issues related to admissions, academic assessment, behaviour, and services.
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4. PRINCIPLES

Jubaiha Center adheres to the following principles:

- **Accessibility:** The process is open, simple, and clearly communicated.
 - **Timeliness:** Cases are resolved as quickly as possible.
 - **Fairness:** Decisions are evidence-based and unbiased.
 - **Confidentiality:** All matters are handled with discretion and professionalism.
 - **Right to Representation:** Complainants and appellants may be supported by a representative.
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5. TYPES OF SUBMISSIONS

5.1 Enquiry:

A general question or request for clarification regarding academy services, policies, or academic processes.

5.2 Complaint:

An expression of dissatisfaction with a service, staff member, or another student. Examples include:

- Delays in communication
- Alleged unfair treatment
- Facilities or administrative issues
- Breach of academy policies

5.3 Appeal:

A formal request for reconsideration of an academic or disciplinary decision, such as:

- Assessment outcomes
 - Exam grading
 - Disciplinary sanctions
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6. PROCEDURES

6.1 Informal Resolution:

- Individuals are encouraged to raise concerns directly with the relevant staff member or department.
- Many concerns can be resolved quickly through informal discussion.

- Staff must respond within **5 working days**.

6.2 Formal Complaint:

- If unresolved, a formal Complaint Form is submitted to **info@jubaihacenter.com**.
- The relevant department head investigates and responds within **15 working days**.
- Findings and decisions are communicated in writing.

6.3 Appeal Procedure:

- Appeals must be submitted in writing to **info@jubaihacenter.com** within **10 working days** of the decision.
 - Grounds for appeal include procedural error, new evidence, or perceived bias.
 - An independent panel reviews the case and issues a decision within **20 working days**.
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7. MONITORING AND REPORTING

- The Quality Assurance Manager maintains a complaints and appeals log.
 - Quarterly reviews identify trends and areas for improvement.
 - Anonymised summaries are reported to the Senior Leadership Team for action.
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8. RETALIATION AND CONFIDENTIALITY

- No individual will face negative consequences for raising a genuine concern.
 - All records and correspondence are treated with strict confidentiality.
 - Staff are trained to manage complaints with sensitivity, professionalism, and impartiality.
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9. ESCALATION TO EXTERNAL BODIES

If a complaint or appeal is not resolved internally, individuals may escalate to relevant external bodies, such as:

- Awarding Organisations
 - Ministry of Higher Education and Scientific Research, Jordan
 - Legal or professional regulatory bodies
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10. POLICY REVIEW

- This policy is reviewed annually or in response to feedback, legal updates, or changes in best practices.
- Updates are approved by the Principal and communicated to all staff and students.

Approved by:

Director General, **Jubaiha Center, Jordan**

Date: 28 October 2025