

តួនិកសិក្សាតិទេរសភាស៊ហមុនិក

Date: 01st September 2025

Complaints, Appeals & Grievances Policies

Complaints Procedure Policy

1. Purpose

To provide a fair and transparent process for resolving complaints about university services or conduct.

2. Scope

Applies to all students, staff, and external stakeholders.

3. Policy Statement

PSBU encourages informal resolution wherever possible. Formal complaints must be submitted in writing and will be addressed promptly, fairly, and without victimisation.

4. Responsibilities

- The Complaints Officer logs and tracks all cases.
- Reports are reviewed by the Rector's Office annually.

Academic Appeals Policy

1. Purpose

To enable students to appeal academic decisions they believe were made unfairly or contrary to policy.

2. Scope

Covers appeals relating to grades, progression, or disciplinary decisions.

3. Policy Statement

Appeals must be based on procedural error, bias, or new evidence. They must be submitted within 10 working days of notification.

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4. Responsibilities

- The Academic Appeals Committee reviews cases impartially.
- Decisions are final within the internal process.

Whistleblowing Policy

1. Purpose

To allow staff or students to report wrongdoing or malpractice in good faith without fear of retaliation.

2. Scope

Applies to all PSBU employees, students, and contractors.

3. Policy Statement

All disclosures will be treated confidentially and investigated thoroughly. Whistleblowers are protected from reprisals.

4. Responsibilities

- Reports go directly to the Rector or an independent investigator.
- Findings are documented and acted upon appropriately.

External Review Routes Policy

1. Purpose

To provide clarity on available external appeal or review mechanisms after internal procedures have been exhausted.

2. Scope

Applies to all staff and students seeking redress beyond PSBU's jurisdiction.

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3. Policy Statement

Where applicable, parties may appeal to recognised national bodies, such as the Ministry of Education, Youth and Sport, or other accredited authorities.

4. Responsibilities

- PSBU provides guidance on the appropriate external channels.

Next review date: 20th August 2028