

ព្រះរាជាណាចក្រកម្ពុជា

KINGDOM OF CAMBODIA

ជាតិ សាសនា ព្រះមហាក្សត្រ

NATION RELIGION KING

**PSB**  
**UNIVERSITY**  
**CAMBODIA**



ពុទ្ធិកសាគលវិទ្យាល័យព្រះសីហមុនីរាជ

Date: 01<sup>st</sup> 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.

#### 4. Responsibilities

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



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## 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.

### 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: 20<sup>th</sup> August 2028

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