

ព្រះរាជាណាចក្រកម្ពុជា

KINGDOM OF CAMBODIA

ជាតិ សាសនា ព្រះមហាក្សត្រ

NATION RELIGION KING

ព្រឹត្តិសភាគលទ្ធផលនៃការសិក្សាស្រាវជ្រាវ

Date: 01<sup>st</sup> September 2025

PSB  
UNIVERSITY  
CAMBODIA



## Student Complaints and Grievances Policy

### Purpose:

To ensure that students have a fair and transparent process for raising concerns or complaints.

### Policy Statement:

PSBU is committed to resolving student complaints promptly, fairly, and without prejudice.

### Procedures:

- Informal resolution should be sought first with the relevant staff member.
- If unresolved, a formal written complaint may be submitted to the Dean.
- Appeals may be directed to the Rector.

### Review:

Reviewed biennially by the Quality Assurance Office.

Next review date: 20<sup>th</sup> August 2028

Tel: +855 16 43 43 25, +855 86 402 402 Web: [inter.psbu.edu.kh](http://inter.psbu.edu.kh) Email: [info@psbu.edu.kh](mailto:info@psbu.edu.kh) / [inter@psbu.edu.kh](mailto:inter@psbu.edu.kh)

Svayporpe Pagoda in Front of Russia Embassy, Sangkat Tonle Basac, Khan Chamkarmorn, Phnom Penh, Cambodia