


# Petitions Process

## Process Definition



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QMS COORDINATOR

	<b>Petitions Process</b>		<b>Document No</b>	<b>TIU.QM.PR.098E</b>
			<b>Issue Date</b>	01/11/2017
			<b>Revision No</b>	00
	<b>Unit</b>	<b>QMS Office</b>	<b>Page No</b>	Page 2 of 4

### 1. SUMMERY

- 1.1. This document defines the process of preparing, submitting and responding to the student petitions at Tishk International University.
- 1.2. The relationship between this process and the other processes within the Tishk International University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM.IN.001E].

### 2. REVISION AND APPROVAL


This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	01/11/2017	0	3 years	Original Release	Rasha Alkabbanie	Dr. Mehmet Ozdemir	Dr. Idris Hadi Salih

### 3. PROCESS DEFINITION

- 3.1. The purpose of this process is to ensure that all the complaints/requests/suggestions of both students are being prepared and submitted properly and is received, discussed and responded to by the management and decision makers of the university.

	<b>Petitions Process</b>		<b>Document No</b>	<b>TIU.QM.PR.098E</b>
			<b>Issue Date</b>	01/11/2017
			<b>Revision No</b>	00
	<b>Unit</b>	<b>QMS Office</b>	<b>Page No</b>	<b>Page 3 of 4</b>

#### 4. PROCESS OBJECTIVES AND METRICS

- 4.1. Process objectives for this process are defined in the “Quality Objectives of Tishk International University” document.
- 4.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Tishk International University” document.
- 4.3. The targets of each objective are determined in October of every academic year.
- 4.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
Responding to all the petitions submitted by the students	% of petitions responded to by the authorities and decisions makers	Procedure of controlling nonconformities

#### 5. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 5.1. The owner of this process is the **Heads of the Academic Departments, Directories of the Units, Coordinators of the offices, Vice-Presidents, President.**
- 5.2. **All the staff at Tishk International University** will ensure proper fulfillment of the requirements of this process.
- 5.3. The **Vice-Presidents** will ensure proper resources are provided for this process.

#### 6. TYPICAL PROCESS INPUTS AND RESOURCES


- 6.1. Technical Information Needed.
  - None
- 6.2. Resources/Facilities and Techniques needed:
  - None
- 6.3. Resources/Personnel needed:
  - Heads of the Academic Departments, Directories of the Units, Coordinators of the offices, Vice-Presidents, President
- 6.4. Special training needed
  - None

#### 7. SUP-PROCESSES WITHIN THIS PROCESS:

- Preparing, Submitting and responding to the Petition Letters.

#### 8. TYPICAL PROCESS OUTPUTS

- 8.1. Service produced:
  - Complaints are responded to.

	<b>Petitions Process</b>		<b>Document No</b>	<b>TIU.QM.PR.098E</b>
			<b>Issue Date</b>	01/11/2017
			<b>Revision No</b>	00
	<b>Unit</b>	<b>QMS Office</b>	<b>Page No</b>	Page 4 of 4

- Suggestions are taken into consideration.

8.2. Records produced:

Student Petition/Complaint Form	IU.SA.FR.006E
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## 9. RELATED RISKS AND OPPORTUNITIES

Risk	Likelihood	Severity	Assessment Method	Mitigation
Not all the petitions are being responded to on time	Somewhat likely to Occur	High	By internal auditing cycles	Highlighting the importance of the petition letters and advising the authorities to give priority to the petitions and the complaints of the students or the staff

## 10. STEPS

### **10.1 Preparing, Submitting and responding to the Petition Letters.**

- The student visits the office of the Head of the Academic Departments/ Director of the Units and fills the Student Petition/Complaint Form, then he/she submits it.
- The staff who receives the petition would write his/her name in the specified field of the petition and sign.
- The staff who received the petition submits it to the decision maker (Head of Department/ Director of the Unit).
- If the complaint is within the authority of the Head of Department, He/she would make a decision regarding the complaint and writes it on the Student Petition/Complaint Form. This shall be within one week of the petition's submission.
- If the complaint isn't within the authority of the Head of Department, he/she would forward it to the dean or to the vice-president.
- In some cases, the petition can be only solved by the President.