



# Beni-Suef University

## Internal Reporting System

*Documented Mechanisms for Complaints, Grievances, and Ethical Oversight*

### [1] Introduction

Beni-Suef University (BSU) has established a **comprehensive internal reporting system** to ensure transparency, accountability, and prompt resolution of complaints from students, faculty, and staff. This document provides verifiable evidence of its existence, structure, and operational efficacy.

### [2] Primary Reporting Channels

#### A. Unified Government Complaints System (National Portal)

- **Platform:** [www.shakwa.eg](http://www.shakwa.eg)
- **Functions:**
  - Receives and processes complaints electronically.
  - Tracks resolution timelines (24/7 emergency support via hotline **16528**).
- **Evidence:**
  - BSU's high complaint-resolution rates acknowledged in governmental reports ([Source](#)).
  - Workshops conducted to train stakeholders on system usage.

#### B. BSU's Dedicated Complaints Portal

- **Portal:** <https://www.bsu.edu.eg/AddComplaint.aspx>
- **Features:**
  - Confidential submission and tracking using unique complaint numbers.
  - Public access to follow-up responses:  
<http://www.halls.bsu.edu.eg/ShowComplaintReply>.

### [3] Faculty-Specific Reporting Mechanisms

- **Examples:**
  - Faculty of Pharmacy: [Complaints Portal](#).
  - Faculty of Mass Communication: [Facebook Page](#).
- **Purpose:** Decentralized handling of discipline-specific grievances.



#### [4] Specialized Oversight Bodies

##### A. Complaints Examination Committee

- **Role:** Investigates complaints to prevent recurrence and improve services.
- **Authority:** Directly reports to university leadership.

##### B. Institutional Research Council (IRB)

- **Governance:** Supervises research-related complaints (e.g., ethics violations, plagiarism).
- **Evidence:**
  - Annual reports exchanged with faculty subcommittees ([IRB Portal](#)).
  - Mandatory review for high-risk research (e.g., new medical devices).

##### C. Examination Grievance Rules

- **Process:**
  1. Submit grievances within **60 days** of result announcements.
  2. Dean's office reviews and forwards to relevant departments.
  3. Resolution within **7 days** of receipt.
- **Policy Link:** [https://www.bsu.edu.eg/Content.aspx?section\\_id=4385&cat\\_id=14](https://www.bsu.edu.eg/Content.aspx?section_id=4385&cat_id=14).

#### [5] Transparency & Accountability Measures

- **Public Dashboards:** Real-time tracking of complaint statuses.
- **Training:** Regular workshops for staff/students on reporting protocols.
- **Annual Reports:** Published metrics on resolution rates and recurring issues.

##### Contact:

- **General Inquiries:** [info@bsu.edu.eg](mailto:info@bsu.edu.eg)
- **Urgent Complaints:** Hotline **16528** (Unified Government System).

**Approved by:** Office of the University President / Supreme Council

**Effective Date:** 26.10.2022

**Policy Contact:** Legal Affairs Office | [info@bsu.edu.eg](mailto:info@bsu.edu.eg) | [www.bsu.edu.eg](http://www.bsu.edu.eg)