

AFRICAN UNION

الاتحاد الأفريقي

UMOJA WA AFRIKA



UNION AFRICAINE

UNIÃO AFRICANA

UNIÓN AFRICANA

Pan African University, Rectorate - Rectorat de l'Université Pan Africaine,
P.O Box 5383 Yaoundé Cameroun Téléphone: + 237 222 217090/222 217332
Email: paurectorate@africa-union.org website: www.au.int / www.pau-au.africa

DEPARTEMENT OF EDUCATION, SCIENCE, TECHNOLOGY AND INNOVATION

Subject: Directive on Proper Procedure for Airing Grievances and Complaints

Dear Students,

The Pan African University is committed to maintaining an environment where all students feel heard, respected, and valued. To ensure that grievances and complaints are addressed in an orderly and efficient manner, it is essential that all students adhere to the rules established in the **PAU Student Contract**. Specifically art. 2 on the responsibility of the scholar:

RESPONSIBILITY OF THE SCHOLAR

During the Study Period the Scholar shall:

- i. Undertake a full-time program of Masters/PhD study at the **PAU Institute**;*
- ii. Meet the academic requirements of the **PAU**;*
- iii. Maintain high academic and professional standards;*
- iv. Maintain excellent standard of conduct and integrity that is in keeping with the spirit of excellence of the **PAU**;*
- v. Obey the laws of the Host University and Host country as well as any relevant international laws that may apply during the Grant term; and*
- vi. Not to participate in any income generating activities that will interfere with the student's academic programme;*
- vii. Strikes are prohibited. Should problems or misunderstandings arise during the course of the training, students are required and bound to use hierarchical remedies in order to make their cause heard, namely:*

- *Discuss with their delegates or representatives to propose solutions to the problem at hand;*
 - *Request a meeting with the administration to find appropriate solutions;*
 - *Request a meeting with the Rectorate to find appropriate solutions;*

 - *Respect for this hierarchy is a guarantee of success in conflict resolution. Consequently, failure to comply with this hierarchical procedure may lead to disciplinary sanctions.*
- viii. *The use of social networks (Facebook, X, Instagram, personal/public electronic platforms, etc.) to solve problems within the Pan African University system is strictly prohibited;*
- ix. *Similarly, it is forbidden to jeopardize the image of the Pan African University and its members by conduct, on social networks or any other mode.*
- x. *In the event of non-compliance with the above provisions, the Administration of the Institute has the right to convene a Disciplinary Board on the case and offenders will be punished accordingly.*

Jouhede