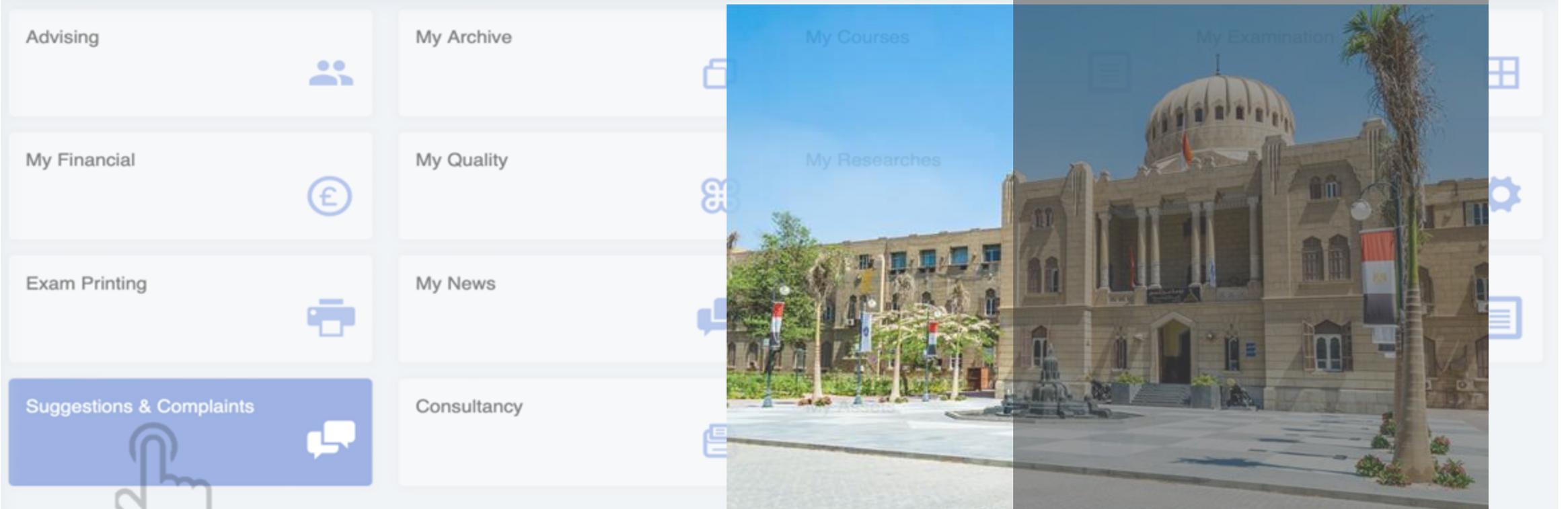




٢٠٢٥ - ٢٠٢٤

منظومة المقترحات والشكاوى الإلكترونية

Suggestions and Complaints System



- Login to the **IMS** (for staff and TAs) or **SIS** (for students)
- From dashboard select "**Suggestion & Complaints**" as shown.

The screenshot displays the Faculty IMS System dashboard. At the top, there is a navigation bar with a home icon, the text 'Dashboard', the language 'عربي', a notification bell, a message icon with a '0' badge, and a user profile icon. Below the navigation bar, the main content area is titled 'Dashboard' with the subtitle 'Welcome to the Faculty IMS System'. The dashboard features a grid of 12 service tiles, each with an icon and a label: 'Advising' (people icon), 'My Archive' (document icon), 'My Courses' (document icon), 'My Examination' (grid icon), 'My Financial' (pound symbol icon), 'My Quality' (four-leaf clover icon), 'My Researches' (flask icon), 'My Services' (gear icon), 'Exam Printing' (printer icon), 'My News' (speech bubbles icon), 'Help' (speech bubbles icon), 'My Schedule' (document icon), 'Suggestions & Complaints' (speech bubbles icon), 'Consultancy' (printer icon), and 'My Assets' (box icon). The 'Suggestions & Complaints' tile is highlighted in blue, and a hand cursor is pointing at it.

- Click on “Submit Request at the ” top right.

The screenshot shows a web application interface for 'Requests'. At the top, there is a blue navigation bar with a home icon, the breadcrumb 'Dashboard / Requests', the language 'عربي', a notification bell, a message icon with a '0' badge, and a user profile icon. Below the navigation bar, the page title 'Requests' is displayed next to a speech bubble icon. On the right side of this section, there is a blue button labeled '+ Submit Request' with a hand cursor pointing to it. Below the title and button, there is a search and filter section. It includes three dropdown menus labeled 'Type', 'Select Category', and 'Select Status'. To the right of these are two date input fields, both containing '06/12/2024'. Below the dropdowns and date fields is a 'Text Search' input field. To the right of the 'Text Search' field are two buttons: a blue 'Search' button and a red 'Reset Search' button.

- You can submit a suggestion or a complaint.
- If you select a **suggestion** (an idea to solve a problem or an idea to seize opportunity), then you can immediately add it in the description box and you may upload a file as well if needed.
- Then you can submit.

☰ / 🏠 / Suggestions and Complaints / Add Request

عربي 🔔 0 👤

Add Request

Request Informations

Suggetions Complains

Ticket Description

Choose Files no files selected

📤 Submit

- If you select a **complaint**, then have to select its **type** (as shown in the dropdown menu).
- Make sure you select the right type to ensure handling your complaint effectively.
- Then you can immediately add it in the description box, and you may upload a file as well if needed.
- Then you can submit.

Home / Suggestions and Complaints / Add Request

عربي

0

Add Request

Request Informations

Suggetions **Complains**

Request Types

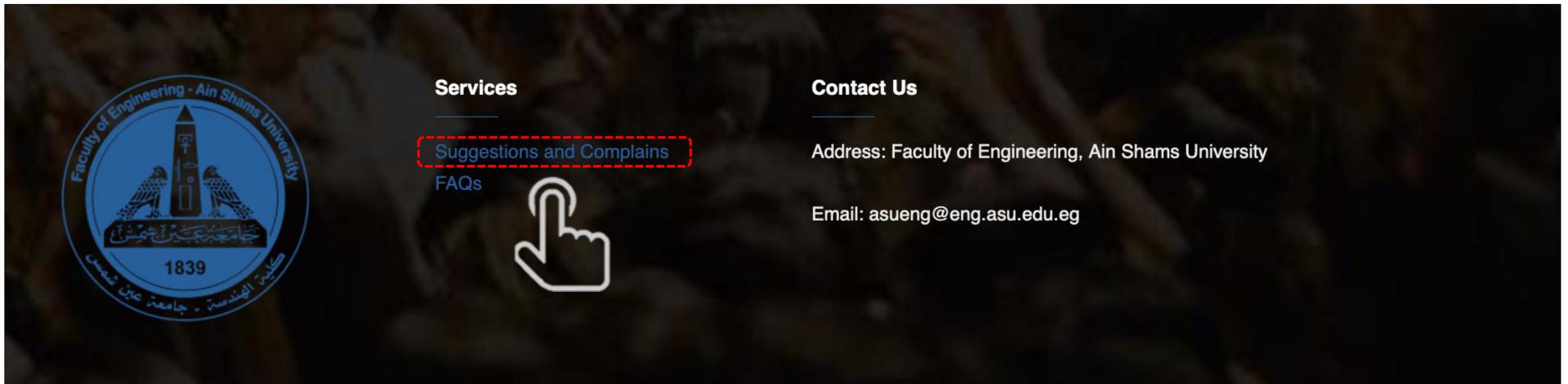
- Education and Student Affairs Sector - Specialized
- Staff Affairs Sector
- Financial Sector
- Technical Support and IT Sector
- Community Service and Environmental Development Sector
- Graduate Studies and Research Sector
- Others
- Education and Student Affairs Sector - Interdisciplinary

Submit

A type of **"anonymous" complaint** has been added, allowing the submitter to remain unidentified. This can be submitted through the official college website.

تم إضافة نوع من أنواع **الشكاوى "المجهلة"** وذلك في حالة أن مقدم الشكوى أو الطلب لا يريد الإفصاح عن هويته ويمكن تقديمها من خلال موقع الكلية الرسمي <https://eng.asu.edu.eg>

- On home page of the Faculty website you can go to at the bottom, where you can click on “Suggestions & Complaints”.





Suggestions and Complains

Home // [Suggestions and Complains](#)

Before submitting any question, If you have any question about admission or studying in the College of Engineering, please click on this link to read quick [answers to common questions](#).

Suggestions

Complains

Email

Name

To hide your identity, you can keep the name empty

Message

We would like to inform you that all complaints and provided information will be treated with utmost confidentiality. Personal data and relevant details will be handled with great care and will not be disclosed to any individual or external party without your explicit consent, unless it is necessary for the examination of the complaint and the implementation of necessary actions.

Send

- Select “complaints” to submit your anonymous complaint.
- Insert your email
- To hide your identity, you can keep the name empty
- Insert your message
- Confirm confidentiality by ticking on the box beside the note.
- Finally send.
- A notification email will be sent to you having a link to follow your complaint.