منظـــــومة المقترحات والشكاوى الإلكترونية
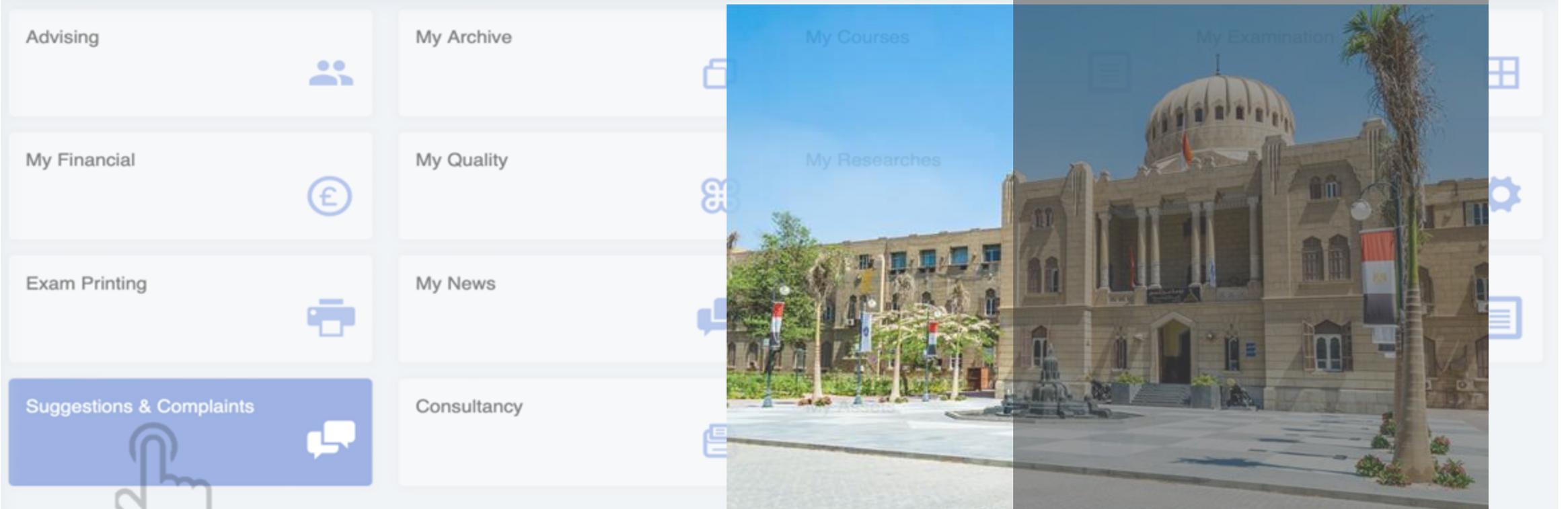# Suggestions and Complaints System

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

Dashboard / Dashboard

عربي

Dashboard
Welcome to the Faculty IMS System

Advising	My Archive	My Courses	My Examination
My Financial	My Quality	My Researches	My Services
Exam Printing	My News	Help	My Schedule
Suggestions & Complaints	Consultancy	My Assets	

- Click on "Submit Request at the " top right.

- You can submit a suggestion or a complaint.
- If you select a **<u>suggestion</u>** (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.

- 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.

🏠 / Suggestions and Complaints / Add Request   عربي   🔔   💬 0

Add Request

Request Informations

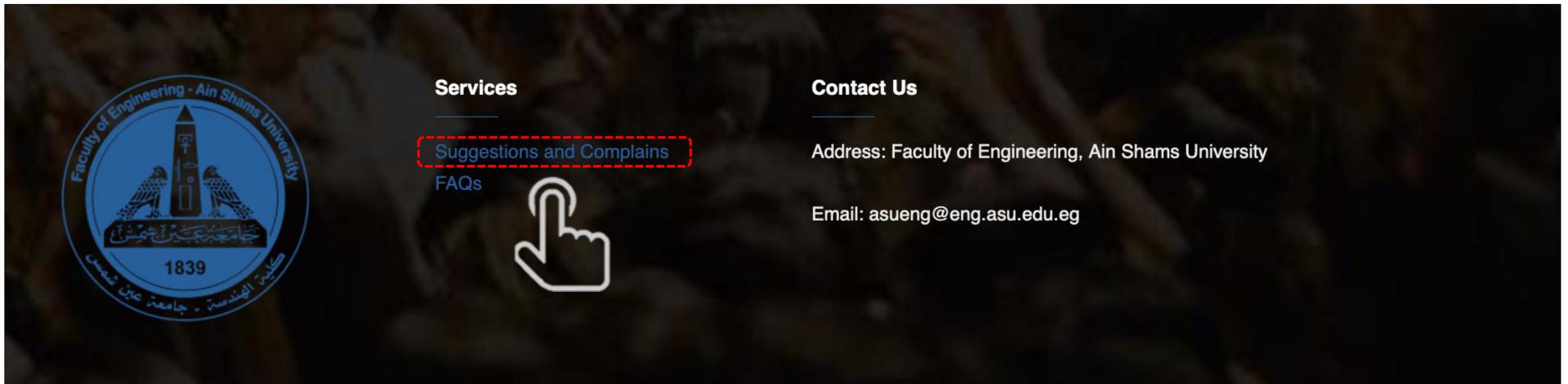Suggestions   Complains

✓ 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 الرسميhttps://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".

Home Education Research Departments Graduates Education Excelle... More News

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.