Last Revision Date: **2026-05-13**	**Complaint and Suggestion**	
Document Version: 1	**Integrated Portal of the Student Affairs Organization (SAJAD)**	

Dear applicants, through the Student Affairs Organization portal, go to the **Services** tab and select the **Public Feedback** section. Then click on **Submit Complaint and Suggestion** to register your request. (Figure 1)

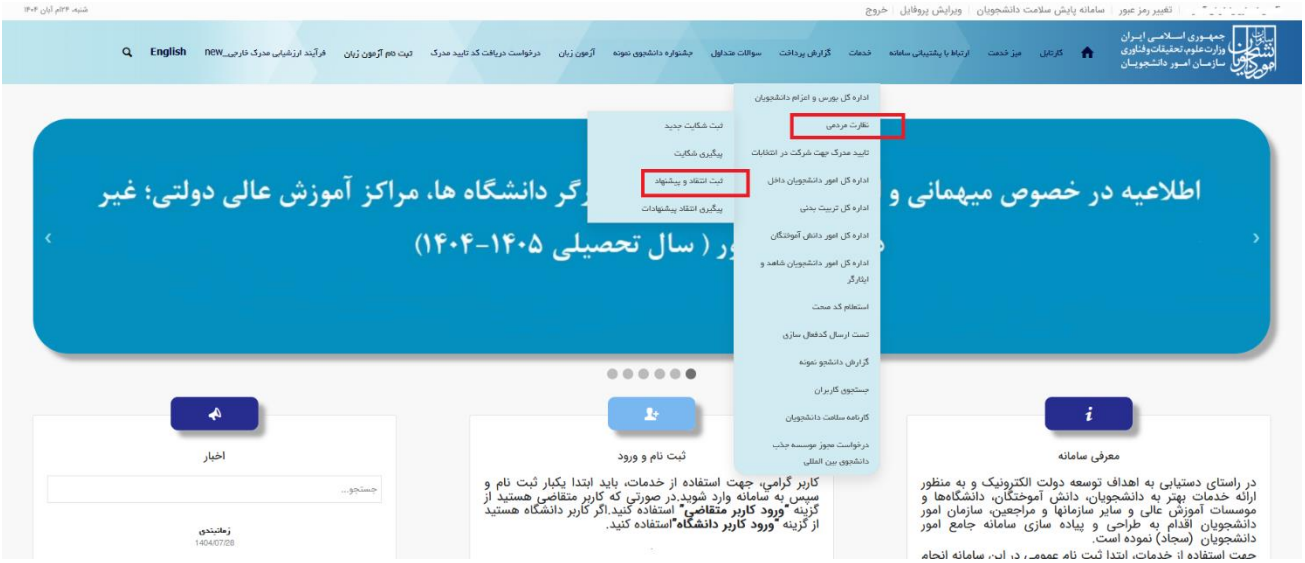

Figure 1 – Submit Complaint and Suggestion

Select the option **"I agree with the stated regulations"** and then click the **Next** button. The Complaint and Suggestion Registration form will then be displayed. (Figure 2)

Figure 2 – Rules and Regulations

If you wish to file a complaint regarding the organization's performance, click on **"Register New Complaint."**

If you need guidance regarding media services, click on **"Service Desk"** or **"Frequently Asked Questions."**

If none of the items listed in the explanation section apply to your request, select the option **"I have read the explanations."**

Enter the following information in the **Personal Information** section:

- First name
- Last name
- Mobile number
- Age
- Gender
- University type
- Academic status
- Degree level

Then enter the details of your complaint or suggestion in the **Request Information** section.

If necessary, upload the relevant attachment.

All requests will be reviewed by the **Office of Supervision and Evaluation**. (Figure 3)

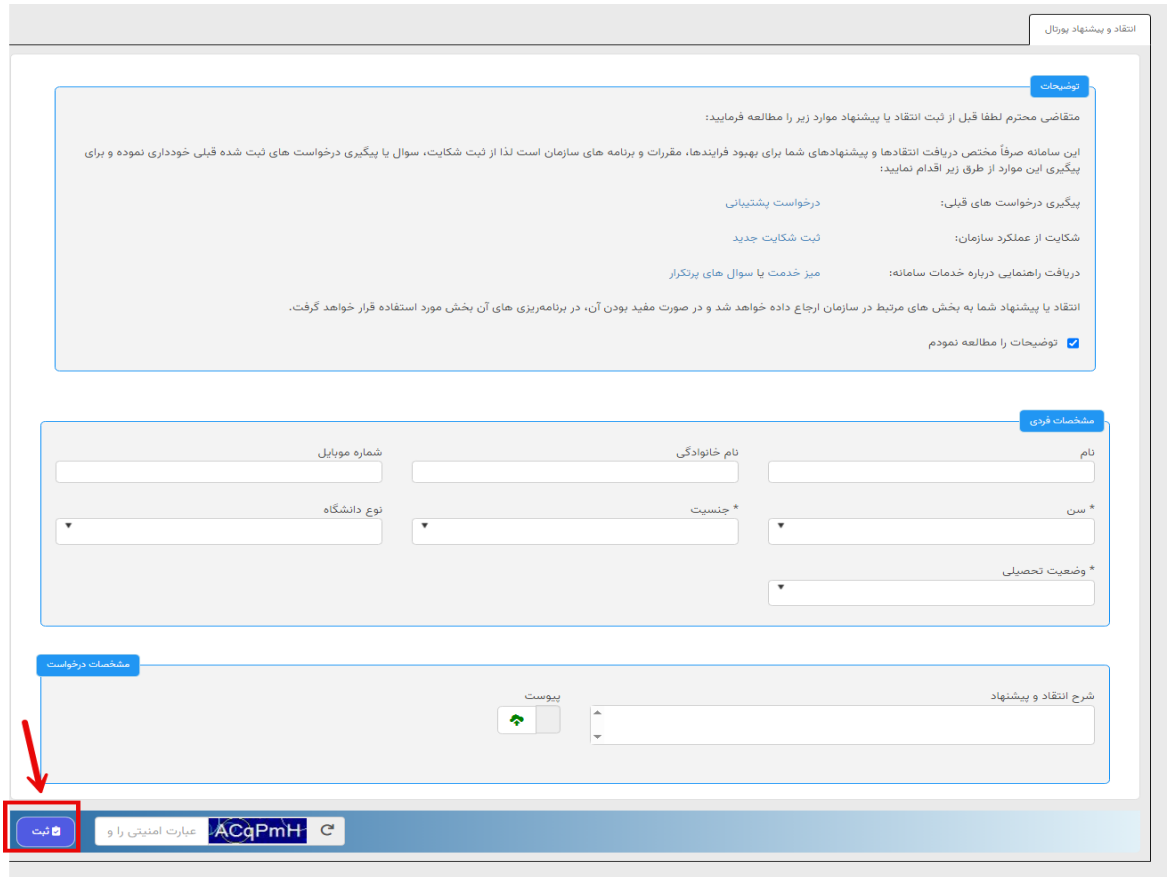

Figure 3 – Request Information

After completing all required fields, your request will be successfully registered and a **tracking code** will be displayed. Please keep this code for future follow-up. (Figure 4)

Figure 4 – Successful Registration and Tracking Code

To follow up on your registered request, access the Student Affairs Organization portal, go to the **Services** tab, select **Public Supervision**, and then choose the **Complaint/Suggestion Tracking** process. (Figure 5)

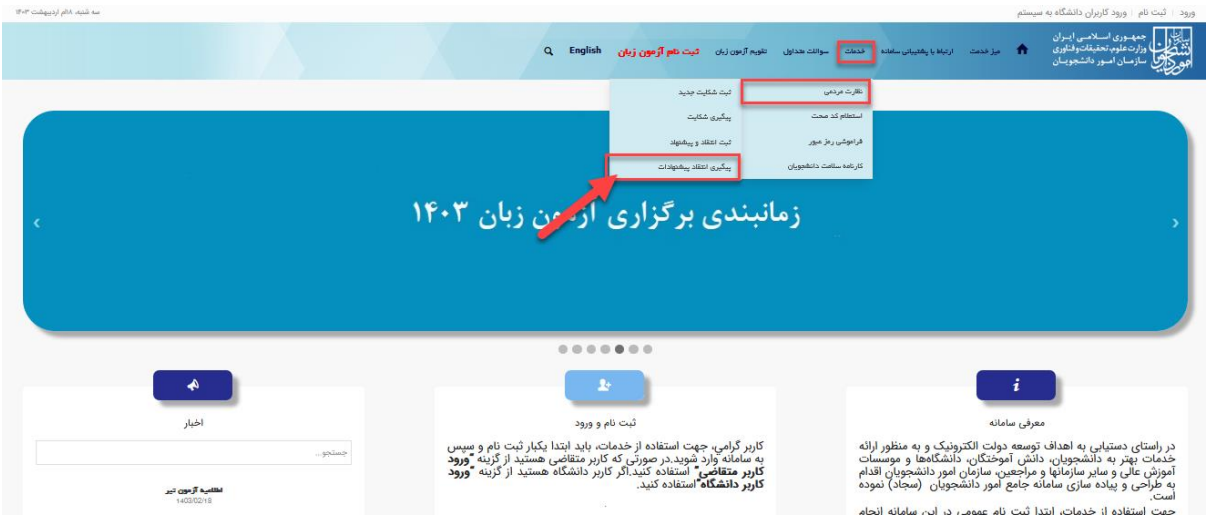

Figure 5 – Complaint/Suggestion Tracking

Next, enter your tracking code in the Complaint and Suggestion Tracking form and click the **View Result** button to see the status of your request. (Figure 6)

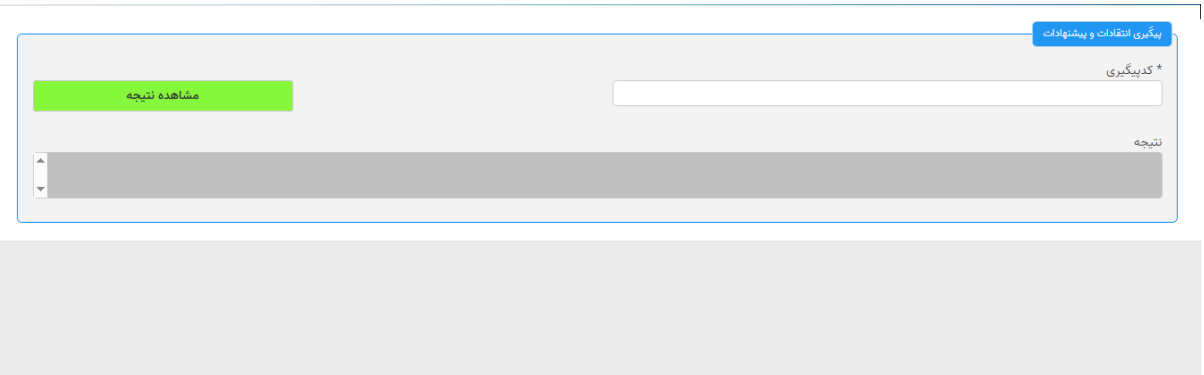

Figure 6 – Entering the Tracking Code