	MECHANICAL ENGINEERING –		
	INSTITUT TEKNOLOGI SEPULUH NOPEMBER		
	Standard Operational Procedure of Filing a Complaint (Appeal)		
	Document Number	Revision Number	Endorsed by:
004-DTM-VIII-2020	0	Prof. Dr. Harus Laksana Guntur, S.T., M.Eng.	

1. TUJUAN/PURPOSE

Prosedur ini untuk menangani keluhan-keluhan dari mahasiswa Pascasarjana Departemen Teknik Mesin terkait nilai/mengajukan banding nilai mata kuliah dan memastikan bahwa hasil penanganan keluhan dapat dikendalikan dengan baik agar ketidaksesuaian yang sama tidak terjadi lagi.

This procedure is designed to address complaints from postgraduate students of the Department of Mechanical Engineering regarding grades or appealing course grades. Its aim is to ensure that complaints are handled effectively and that any discrepancies are addressed to prevent recurrence in the future.

2. RUANG LINGKUP/SCOPE

Prosedur ini meliputi proses penanganan keluhan mahasiswa pascasarjana yang akan mengajukan banding nilai, pengambilan keputusan untuk penanganan secara baik, serta pemantauan hasil tindak lanjut.

This procedure outlines the steps for handling complaints from postgraduate students who wish to appeal their grades, ensuring proper decision-making and monitoring of outcomes.

3. DEFINISI/DEFINITION

Penanganan keluhan mahasiswa adalah upaya dan acara memecahkan persoalan yang dihadapi oleh mahasiswa selama mengikuti kegiatan belajar mengajar.

Handling student complaints is a process aimed at resolving issues encountered by students during their engagement in teaching and learning activities.

4. REFERENSI/REFERENCES

4.1. Keluhan /banding nilai mahasiswa baik melalui email, telepon, dan menghadap secara langsung.

Complaints or appeals regarding student grades can be submitted through email, telephone, or in person.

4.2. SOP yang terkait dengan pelayanan kepada mahasiswa

SOPs related to services to students.

5. GENERAL REQUIREMENTS

5.1. Mahasiswa aktif program Pascasarjana Departemen Teknik Mesin

Active student enrolled in the Postgraduate program at the Department of Mechanical Engineering.


5.2. Lain-lain merujuk pada Peraturan Rektor No 32 tahun 2019 – Peraturan akademik

Other requirements refer to the Rector Decree No 32 in 2019 – Academic Regulation

6. PROCEDURE DETAILS

6.1. Details of the Procedure for Filing a Complaint (Appeal)

- Mahasiswa membuat surat pernyataan dengan menjelaskan detail permasalahan dan melampirkan bukti-bukti terkait.

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Students are required to submit a statement letter detailing the issue along with any relevant evidence.

- b. Mahasiswa meminta tandatangan dosen wali.

Students must request the signature of their academic advisor on the statement letter.

- c. Mahasiswa menyerahkan surat pernyataan beserta bukti-butki tersebut kepada Kaprodi Pascasarjana.

Students are required to submit a statement letter along with the evidence to the Head of the Postgraduate Study Program.

- d. Kaprodi Pascasarjana memeriksa permasalahan beserta bukti yang dilampirkan mahasiswa.

The Head of the Postgraduate Study Program reviews the issue along with the evidence provided by the student.

- e. Kaprodi Pascasarjana membuat dan menjadwalkan pertemuan antara mahasiswa dengan dosen pengampu mata kuliah.

The Head of the Postgraduate Study Program reviews the issue along with the evidence provided by the student.

- f. Mahasiswa dan pengampu mata kuliah mengadiri pertemuan yang diadakan oleh Kaprodi Pascasarjana.

Students and course instructors participate in meetings convened by the Head of the Postgraduate Study Program.

- g. Kaprodi Pascasarjana membuat berita acara rapat dan ditandatangani oleh mahasiswa, dosen wali, beserta dosen pengampu mata kuliah.

The Head of the Postgraduate Study Program prepares meeting minutes, which are then signed by the students, guardian lecturers, and course lecturers.



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6.1.1. Procedure of Filing a Complaint (Appeal)

