

Kingdom of Saudi Arabia
Ministry of Education
Jouf University
College of Business
Department of Business
Administration
Executive MBA Program



Complaints and grievances Handbook

Department Of Business Administration

Executive Master of Business

Administration (EMBA)

College Of Business

Jouf University, KSA

This guide is available on the program's website at this link.

<https://2u.pw/mb421>

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بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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Prepared by

1 / Dr. Badreldin Mohamed Ahmed

2 / Dr. Hussein Benlaria

3 / Dr. Hanane Abdelli

Reviewed by

1 / Dr. Hamza Abdullah Abdul Rahman

2 / Dr. Tariq Othman Abdullah

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Introduction

Praise be to Allah the Lord of the worlds and may the blessings and peace of Allah be upon the most honored of messengers our master Muhammad and upon all his family and companions.

Based on the duties of the Executive MBA program to achieve the quality of its outputs, the complaint or grievance and complaints handbook is designed for the students of the program as well as faculty members. It aims to clarify the regular procedures related to how to file complaints or grievances to help faculty members and students of the program to follow the correct and regular procedures. This handbook contains all the procedures for raising complaints or grievances, explaining the procedures to be followed upon they occur, and all the related forms.

First : The right to complain

The student has the right to file a complaint or grievance with the competent authority about any matter he/she deems detracting from his academic or non-academic rights.

Second: The time for complaint or grievance

The applicant must file a complaint or grievance within a period not exceeding 15 days from the date on which the claimed right was created. In the event that this period ends, the application shall be rejected unless a legitimate excuse accepted by the program supervisor is raised

Third: Rules for filing a complaint or grievance request

1. All complaint or grievance requests are kept strictly confidential when necessary
2. The student has the right to submit his application to the program supervisor, according to Form (1), then the request is referred to the Complaint or grievance Committee.
3. Submission of the complaint or grievance must not exceed fifteen days from the incident subject of the complaint or grievance, and the right to complaint or grievance ends after the fixed lapse of time.
4. The applicant must submit a complaint or grievance including the following:
Personal information (name, civil registry number, university number and program name) and means of contact (phone and e-mail).
5. Determining the subject of the complaint or grievance
6. Determining the person or party that is involved in the complaint or grievance
7. Causes of complaint or grievance
8. Attach the documents that prove the validity of the complaint or grievance

Fourth: Academic and non-academic complaint or grievances

Academic complaint or grievance procedures

- 1- The department responsible of the program forms a committee whose responsibility is to study students' academic complaints.
- 2- This committee may form a sub-committee to study students' academic complaints
- 3- There are rules of students 'complaint or grievances regarding their academic affairs, complaints practices, and procedures for dealing with those complaints or grievances

- 4- Every student has the right to obtain a copy of the (Student Rights Regulation) available in the department that offers the program.

Non-academic complaints or grievances procedures

Complaint or grievance procedures are as follows:

1. The complaint or grievance is submitted to the program supervisor.
2. If the complaint or grievance is against the program supervisor, the request shall be submitted to his/her direct supervisor.
3. Incomplete applications are not considered.
4. The student or faculty member is given the code and the date of complaint or grievance submission.
5. The head of the competent authority must take measures to ensure that the complaint or grievance is considered.
6. If the filed complaint or grievance requires presenting the matter to the department council, then it is referred to it for consideration given that it is not permissible for the person filing the complaint or grievance to attend to vote on the issue of the complaint or grievance.
7. The program supervisor decides on the issue of the complaint or grievance within a period not exceeding 15 days of receiving the complaint or grievance request.
8. The complaint or grievance request shall be notified to the applicant of the action taken by the appropriate means of notification.
9. The head of the competent authority may refer the complainant to the disciplinary committee, sub-branch, if it is proven that the complaint or grievance is malicious.

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10. Clarification of the measures taken in advance regarding the subject in the event that the student wishes to proceed the request to higher authorities within the university

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FORMS

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Form (1)

His Excellency the Supervisor of the Department of Business Administration

Greetings,

Referral

- For presentation to the department council
- For presentation to the Student Affairs Committee
- For study and guidance
- To complete the necessary

Guidance

The name -----

Student number -----

Mobile -----

Signature

Date

\\

Form (2)

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- To complete the necessary

Guidance

The name -----

Employee number -----

Mobile -----

Signature

Date