

Manual of Students Complaints and Grievances

Student Complaints

This service enables students to submit their complaints where they will be dealt with confidentially and objectively. Jouf University policies enforce objectivity in handling student complaints by establishing and implementing procedures to deal with academic and non-academic complaints. The College works hard at resolving all complaints through the implementation of administrative measures that are fair and reliable.

It is hoped that minor differences can be resolved without recourse to the process listed below. However, there may be situations where a more formal process may be necessary. This process is intended to settle disputes through mediation and reasoned discussion. It is not intended to supplant the student conduct process, the administrative rules of the University or any provisions of the collective bargaining agreement between the faculty or staff member and the University or any other appeal/grievance already existing within a department. Usually, the resolution of a complaint or grievance involves resolution of the problem/issue; not punishment of those involved. Students who intend to file a complaint or an academic or nonacademic grievance must follow the instructions below.

A committee shall be formed to receive and examine student complaints headed by a faculty member and another faculty member, provided that the cases received by it are presented for information or appropriate action to the Student Complaints Committee (for the male and female section) on a permanent and monthly basis and has specific tasks. Submit the complaint as soon as the problem occurs, and the complaint must be raised at the earliest opportunity to the complaints committee or placed in one of the complaints boxes after filling in the complaint form obtained from the Unit Service Counselling and Guidance office or from the university's website.

Procedures for dealing with students' complaints:

- 1- Put the complaint in the complaints and suggestions boxes or send a complaint or suggestion and inquiry through the complaints and suggestions committee email.
- 2- The complaint is sent to the concerned person as soon as it is received by the student.
- 3- All problems that can be dealt with amicably or formally are examined and decided, taking into account the complete confidentiality of the complaint and the prompt resolution of the complaint.
- 4- For complaints that need a response from the scientific departments, they are submitted to the department heads and the response will be through a committee approved by the department and the head of the department is authorized to sign them so that the speed of the response is provided and the complaint is confidential, that is, the student's name and data are kept with the complaints committee in each college in special files. The period of responding to the complaint is more than fifteen days.
- 5- In the event that the complaint cannot be resolved through the departments, it shall be submitted to the Dean of the College.
- 6- The committee collects the complaints' responses and sends them to their owners (so the complainant's data should be written and include the name (optional) - the division - the level - the division, as well as the means of contacting him such as: phone number - e-mail, or agreeing with him on a date to respond to the complaint) in order to ensure Prompt communication between committee members and the complainant.

Unit Service Counselling and Guidance