



1443/5/12 16-12-2021 3/43/32629 16-12-2021

CIVIL ENGINEERING DEPARTMENT

Complaints and Grievances

Jouf University is committed to providing all academic and non-academic rights to students. The University Agency for Educational Affairs has established a list of the student's grievance regulations and procedures to ensure that students enjoy all their rights and perform all their academic and non-academic duties. The University hopes that these rules will be an important addition in the university's endeavor to maintain an educational environment characterized by the control of public behavior, commitment to virtuous ethics, scientific excellence and the preservation of rights for university students and employees. The grievance list consists of 13 articles.

This document contents the following items:

- Objectives of student grievance regulations**
- Article 1: Terms of student grievance regulations**
- Article 2: Right to appeal**
- Article 3: The Higher Committee for Complaints (Committee on Student Rights)**

- **Article 4: Objectives of the Committee**
- **Article 5: Functions of the Committee**
- **Article 6: Meetings of the Supreme Committee for Grievance - Article 7: Sub-Committee on the rights and duties of the student**
- **Article 8: Functions of the Sub-Committee**
- **Article 9: Application for grievance**
- **Article 10: Grievance Procedures**
- **Article 11: Adoption of controls**
- **Article 12:**
- **Article 13:**
- **Forms used in grievances**
- **Sample (1) Student grievance of the test scores**
- **Sample (2) Student complaint of an incident**
- **Form (3) Mechanism for reviewing students' grievances from the degree of editing in a course**

This document contains several items. From these items Article 10 "Grievance Procedures" in page 7. In this article, the grievance procedures to which the applicant has the right to resort are expressly stated. This part was shaded in the document.



1439/7/25 11-04-2018 3/39/72239

Ministry of Education
Al Jouf University
University Vice Rectorate for
Academic Affairs



المملكة العربية
السعودية
وزارة التعليم
جامعة الجوف
وكالة الجامعة للشؤون التعليمية



Regulations and Rules of students' Complaints or Grievances at Jouf University

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First: Introduction

Praise be to Allah the Lord of the Worlds, and may the blessings and peace of Allah be upon our faithful Messenger and upon all his family and companions. As for what follows:

Based on Jouf University interest to provide all academic and non-academic rights to students, the University Vice Presidency for Educational Affairs has set a regulation for the university student's complaints rules and procedures to ensure that students enjoy all their rights and perform all their academic and non-academic duties. The university hopes also that these rules will be an important addition to the university's permanent endeavor to maintain an educational environment characterized by controlling public behavior, adhering to virtuous morals, scientific excellence, and preserving rights for university students and employees

Second: Objectives of the Students' Complaints Regulations

- A. Ensuring the student's right to obtain distinguished academic and non-academic services.
- B. Ensuring the university's right to activate its role as an educational and academic institution with a leading role.
- C. Activating the values of justice and equality which the university adopts.
- D. Achieving a distinguished level of satisfaction among students and beneficiaries of university services.
- E. Determining complaints procedures, controls and submitting or raising.
- F. Obtaining feedback on the policies, decisions and procedures applied in order to do continuous improvement.

Article One: Terminology of Students' Complaints Regulations

The following terms and expressions shall have the meanings indicated next to them unless otherwise stated:

University: Al-Jouf University.

Students: All male and female students of Al-Jouf University.

Regulations: Rules for Complaints and grievances by university students.

Student Rights Committee: A higher committee formed by a decision of the Rector of the University

Sub-Committees: Committees formed by decisions of college councils.

Complaints or grievances: the student's objection to the decision issued against him

The malicious complaint: It is the complaint that is intended to offend the other party without the

existence of a real fact or a basis for it.

Competent authority: His Excellency the Rector of the University, the Vice Dean for Educational Affairs and each one according to his specialization, or the Dean of the faculty, or the head of the department according to the context in which it is mentioned.

Article Two: The Right to Complaints and Grievance

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

Article Three: The Higher Complaint Committee (Student Rights Committee)

It is formed by a decision of the university rector and it consists of at least five members and two of whom are specialists in Sharia and Law. The committee is directly related to the university's vice-rector for educational affairs, and the committee may seek assistance to whosoever it sees appropriate among the people of experience among the university's employees, whether by attending the investigation hearing session, or by direct inquiry and his opinion is advisory.

Article Four: Objectives of the Committee

- 1 . Adoption of the principle of justice among university students.
- 2 . Supporting the rights of students in accordance with Sharia and the applicable rules and regulations at the university.

Article Five: Tasks of the Committee

- 1 . Suggesting the laws and regulations related to the rights and duties of the student which related to complaints or grievances, amending these laws and regulations as necessary, and submitting them to the Rector of the University for Approval by the University Council.
- 2 . Preparing the necessary forms used in complaints or grievances, such as:
 - (**Form 1**) that the student submits it to the Dean of the College, or the Head of the College Sub-Committee, to request of re correcting his answer sheet, or removing the damage from him.
 - (**Form 2**) submitted by the student to the head of the higher committee in which he objects to the recommendation of the sub-committee regarding re-correcting his answer sheet, or removing the damage from him.
- 3 . Deciding on cases brought to the committee or taking the final decision
- 4-Considering the objection to the recommendations of the committee, and submitting the recommendations to the Vice Rector for Educational Affairs for approval.

Article Six: Meetings of the Higher Complaints Committee

The Higher Committee shall hold its meeting at the invitation of its Chairman according to the

need and its convening shall be valid with the presence of two thirds of the members. The committee's decisions are by a majority vote of those present members, and in the event of equal votes, the side of the chairman of the committee shall prevail in.

Article Seven: Subcommittee on Student Rights and Duties

A sub-committee is formed at the level of each college by a decision of the college council, its members shall not be less than three members, and it has the right to seek the assistance of whomever it deems appropriate.

2 . The Committee shall hold its meeting as needed but provided that its meetings are not less than one meeting each semester, and it may seek the assistance of whomever it deems appropriate from among the employees of the college or university to attend the investigation hearing or direct inquiry and his opinion shall be advisory.

Article Eight: Tasks of the Sub-Committee

1 . Educating the students about their university rights and ways to obtain them through the regular methods at the university and according to the framework of applicable rules and regulations.

2 . Considering cases that fall within the scope of its work at the college, and submitting what it deems to be one of it's the specialization for approval and implementing.

3 . Accepting complaining requests from the student regarding his rights or any abuse he is subjected to and the sub-committee opinion is considered preliminary and becomes final if approved by the Supreme Committee for Complaints.

Article Nine: Rules and disciplines for Requesting Complaining

1 . All complaining requests, when necessary, shall be kept strictly confidential.

2 . The student has the right to submit a request to re correct his grades to the dean of the college, or the head of the subcommittee, according to (Form 1) and the application is then referred to the subcommittee.

3 . The submission of the complaint or grievance must be within 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..

4 . A copy of the student's academic record shall be attached to the complaint or grievance application **(Form 1)**.

5 . The committee accepts the complaining request when any of the following cases become evident through examination:

A significant difference in the student's grade in the course in question from his/her grades in other courses.

Existence of collective complaints of grades more than 25% of the students registered or enrolled for the course provided that the regular methods are followed for filing of form of the complaint.

6 .The committee has the right to refuse to accept the complaining request if it is proven that his complaint is invalid, or if it is proven that he has repeatedly submitted incorrect complaining requests provided that the decision to refuse has reason

7 .In the event that the complaining request is rejected, the sub-committee is obligated to notify the applicant electronically of the reasons for the rejection.

8 .If the complaining request is accepted, the committee addresses the head of the concerned department to form a committee for re-correction.

9 .The head of the concerned department is obligated to respond to the complaining request referred to him within a maximum period of one week from the date of receiving the complaint request.

10 . Student has the right to file a complaint to what he deems to be an injustice committed against him, or detracting from any of his academic or non-academic rights through (Form 1).

11 . The Subcommittee has the right to impose a penalty on the student if it appears that the complaint or grievance submitted is malicious in accordance with a disciplinary regulation of the students.

12 . The subcommittee is obligated to notify the student of the outcome of his complaint within a maximum period of 30 days from the date of the referral by informing him of his right to appeal its decision before the Supreme Committee.

13 . The student has the right to file a complaint (**Form 2**) from the decision of the sub-committee before the higher committee.

14 . (**Form 2**) to appeal against the decision of the sub-committee must be submitted within a maximum period of 40 days from the date of notification by the decision of the subcommittee and his right to appeal shall be forfeited after the end of this period.

15 . In the event the student files a complaint against the subcommittee's decision before the Higher Committee, the work of the subcommittee's decision will be suspended until the complaining request is decided upon or the final decision is taken.

16 . Official holidays are not included in any of the aforementioned regular periods.

17 . It is not permissible for the person against whom he is accused to attend any of the official committees or meetings that may be held to vote or decide on the acceptance of the grievance, or its outcome.

Article Ten: Grievance or Complaint Procedures

- 1 . The student submits the grievance to the head of the relevant authority (college/deanship/competent agency) or the entity designated to receive grievance requests.
- 2 . In the event that the subject of the grievance is against the head of the relevant authority to receive the grievances, the grievance will be submitted directly to the president to that unit.
- 3 . The grievance submitted by the student shall be registered and notified by specifying the date of submission and the date of notification of the outcome of the grievance.
- 4 . The head of the competent authority (college/deanship/competent agency) takes the statutory procedures to refer complaint or grievance request to the authorities responsible for examining the subject of the grievance.
- 5 . The procedures must be followed as set out in **(Form 3)** to review a student's grade in a course.
- 6 . The student is notified of the outcome of the grievance in writing form with a signature to receive it.

Article Eleven: Approval of Rules Regulation

The University Council approves the regulations.

Article 12

Everything that is not provided for in a special provision in this regulation for which the system and regulations of the Council of Higher Education and Universities, Executive regulations, orders and supreme decisions shall be applied.

Article Thirteen

The regulation shall be effective and working as of the date of its approval by the University Council.

Forms used for grievances and complaints

Form (1) a student's grievance against the test scores

Date of application:	Student's name:
University ID:	Mobile number (to contact)
E-mail:	Department:
College:	Course code and number:
Course Name:	
Observed estimate or marked degree:	Expected estimate
Course professor name:	Cumulative average
Attachments	
1-	
2-	
3-	
Student's name	
Signature	

Form (2) a student's complaint about an incident of injustice or claiming damages

First: Student's data

Date of application:	Student name:
University ID:	Mobile number (to contact):
College:	Department:
Date of the incident Complaint occurrence:	
	Entity/person against whom he complains:

Second: Complaint data:

Damage or injustice to the complainant:

Summary of the subject matter of the complaint (in sequential order according to its occurrence):

Evidence (documents and witnesses):

- 1-
- 2-
- 3-

Previous steps taken to try to remedy the injustice or solve the problem:

Attachments

- 1-
- 2-
- 3-
- 4-

Acknowledgment I am the student.....

that all the data contained in this grievance is correct and at my personal responsibility, and I do not mean to maliciously, or undermining the reputation of the person against whom he complains, and if the contrary is proven, I am entitled to apply the penalty of malicious complaint

Student name :

Signature:

**Mechanism for reviewing students' grievances against written grades in a course
(Guiding form for members of grievance committees and faculty members)**

The steps below must be followed to review students' scores in written exams

The following is verified:

- 1 . Correct all test questions.
- 2 . Ensure that the grades of all questions are added to the final grade awarded.
- 3 . Ensuring the correctness of counting and collecting the questions' scores, and their conformity to the awarded or given score.
- 4 It is ensured that all sub-questions are corrected in questions that contain sub-questions (A, B, C, for example), and put the degree of each is inside a circle.
- 5 . The total score of the sub-questions is identical to the total score of the question.
- 6 . He reviews the validity of the degree of the denominator for the degree granted by the professor, as he may evaluate the answer as the final degree is less than its actual value which affects the student's degree.
- 7 . Ensure that the total score includes adding practical, oral, and year work scores in the courses that include these tests, and in this case, the correctness of the combination is verified.
- 8 . The committee formed for re-correction prepares a detailed report for the head of the department of what was done in the review process, and specifying which of the modifications were made as a result of the review process.
- 9 . The head of the department fills out the degree modification form, signs it and submits it to the Dean of the College for approval
- 10 . The dean of the college notifies the Deanship of Admission and Registration to amend the degree, and attach a copy of the sub-committee.
- 11 . The sub-committee shall keep the grievance and its outcome in the student's file.
- 12 . The Sub-committee responds to the petitioner or applicant in formal writing, and reports on the outcome of the investigation of his grievance.

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النماذج المستخدمة في التظلمات

نموذج (١) تظلم طالب/ة من درجات الاختبار

اسم الطالب/ة:	تاريخ تقديم الطلب:
رقم الجوال (للتواصل)	الرقم الجامعي:
	البريد الالكتروني:
القسم:	الكلية:
رمز المقرر ورقمه:	اسم المقرر:
التقدير المتوقع	التقدير المرصود:
المعدل التراكمي:	اسم أستاذ المقرر:
	المرفقات:
	١
	٢
	٣
	اسم الطالب/ة:
	التوقيع:

نموذج (٢) شكوى طالب/ة من واقعة ظلم أو رفع الضرر

أولاً: بيانات الطالب/ة

اسم الطالب/ة:

تاريخ تقديم الطلب:

رقم الجوال (للتواصل)

الرقم الجامعي:

القسم:

الكلية:

الجهة/ الشخص المتظلم منه:

تاريخ حدوث الواقعة محل

/ /

الشكوى:

ثانياً: بيانات الشكوى

الضرر أو الظلم الواقع علي مقدم الشكوى:

ملخص موضوع الشكوى (بصورة متسلسلة وفق حدوثها)

الاثباتات (المستندات أو الشهود)

-١

-٢

-٣

الخطوات السابقة التي اتخذت لمحاولة رفع الظلم أو حل المشكلة:

المرفقات:

- ١
- ٢
- ٣

إقرار: أقرانا الطالب/ة

بان كافة البيانات الواردة بهذا التظلم صحيحة، وعلى مسؤوليتي الشخصية، ولا اقصد بها الكيد، او النيل من سمعة المتظلم منه، وفي حالة ثبوت عكس ذلك أكون مستحقا لتطبيق عقوبة الشكوى الكيدية.

التوقيع:

اسم الطالب/ة:



Executive Regulations for Student Complaints

2- The Deanship of Student Affairs at Jouf University has set up the executive regulations for student complaints. The complaint is an expression of dissatisfaction with the aspect of services and student activities offered to students.

Complaints may relate to the following Items:

- Limitations in administrative procedures
- Shortfalls resulting from failure to meet the obligations and regulations for services and student activities
- Failure to make a decision above within a reasonable period of time.

Executive Regulations contains on the following items:

- Vision
- the message
- Objectives
- Time limit for submission and examination of student complaints
- Advice and guidance related to complaint procedures
- Mediation to solve student complaints

- **Organizational structure and tasks**
- **Procedures for dealing with student complaints**
- **Student Complaints Instructions**

This document contains several items. From these items "Procedures for dealing with student complaints" in page 4. In this part, the complaint procedures to which the applicant has the right to resort are expressly stated. Also in this section, the appeal and grievance procedures that students are entitled to resort to have been expressly stated in page 7-9.