



Handbook for the Mechanism Of Complaints of the Faculty Members



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

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Handbook for the Mechanism Of Complaints of the Faculty Members

Introduction:

Al Jouf University aims to provide an academic work environment to enhance the concept of teamwork and mutual respect among all employees, which shall be positively reflected on the quality of the outputs of the education. Sometimes problems arise and may lead to a negative impact on the performance of the faculty staff. Therefore, a clear mechanism was developed to address complaints and grievances of members of the faculty.

This mechanism for examining the complaints of the teaching staff includes the following:

- Providing clear procedure for handling the complaints.
- Directing the teaching staff members to submit their complaints without fear of abuse or punishment.
- Handling the complaints in a timely & appropriate manner while taking into consideration the seriousness and nature of the complaints.
- Applying confidentiality, integrity and impartiality to solve the complaints.
- It is equally applied to all faculty members.

What is a complaint?

It is written grievance submitted to a university administration official about activities or decisions directly related to work and directly or negatively affects the complainant belonging to the faculty members.

What are the reasons that lead to complaints or grievances?

- Any administrative decision related to the rights of the faculty members.
- A complaint about another faculty member.
- A complaint about the immediate supervisor of the faculty member.
- Complaint against any financial decision related to the financial rights of a faculty member.
- Complaint against any academic decision regarding scientific research or promotions for faculty members.

-Suffering pressure, coercion, or unlawful request from one of the university's employees to act illegally, to apply/not to apply a certain procedure that would violate the duties of a faculty member related to integrity and secrecy.

-Complain against the outcome of performance appraisal.

Establishing a committee to examine the complaints and grievances:

A committee shall be established to examine the complaints and grievances of the faculty members and their peers by a decision of His Excellency the President of the University.

The said committee shall be chaired by His Excellency the Vice President for Academic Affairs and the membership of the members who will be nominated by the chairman of the committee with their legal and functional characteristics. The duration of the committee's business shall be one year from the date of the decision of establishment.

The Duties of the Committee shall be Examining the Complaints and Grievances:

1. Examining the complaints and grievances of the university's faculty teaching staff members against the administrative decisions issued for them or the abuse of one of the university's employees.
2. Achieving the principle of transparency and justice through applying a clear work mechanism that clarifies the procedures followed in complaints and grievance submitted by faculty members.
3. Achieving equality and justice in a manner that does not contradict the rules and regulations.
4. Limiting complaint submission against the university before the judicial authorities.
5. Contributing to achieving job stability the faculty members of the university.
6. Contributing to addressing the deficiencies in the administrative procedure that marred the decision upon grievances, (if any).

Complaint or Grievance Procedure:

1. The friendly reconciliation methodology comes as a first step to solving the problem. This matter is practically applied in the university customs derived from the principles of tolerant Islamic law, according to Quran rule, “making peace is better”. Then any neutral party may intervene to reconcile the two parties to ward off the aggravation and development of the problem. Al Jouf University authorizes the immediate supervisor of the academic department to apply the initial stages of resolving minor disputes within his responsibility in applying the educational, management and financial affairs set out in the regulations according to article no. (44) of the Higher Education Council System. In some cases, in which the head of the department is unable to resolve these disputes, the next path shall be submitting them to the dean/deanship of the college for examination, according to his responsibility, which was determined by the regulations, according to article no. (37) of the Higher Education Council System.
2. The complainant should submit his complaint in writing according to the attached complaint form and fill in all the information required, in addition to attaching a statement of the decision, subject of the grievance (if any) or any documents that support the subject of the complaint.
3. The complaint or grievance should be submitted to the immediate supervisor, where the latter submits it to the Dean of the college and then to the relevant committee.
4. The complaint or grievance is rejected if the required data are not completed in the complaint form or proven incorrect, while taking the necessary measures if repeated.
5. The committee shall respond in writing to the complainant or petitioner that it was received. The response should include the complaint number, date, and details, as well as the complainant’s information or grievance, together with the expected time to respond thereto.
6. The committee carefully examines and verifies the complaint, then writes a report with appropriate recommendations and submits it to His Excellency the Rector.
7. The President of the University shall take the appropriate decision for the complaint or grievance, according to article No.

(91)of the regulations governing the affairs of Saudi university employees, faculty staff members and the like, according to the recommendations of the Committee to examine the complaints and grievances. The faculty member and the relevant authority shall be notified about the decision taken.

Complaint Form for the Teaching Staff Members

Date for Submission of the Complaints or grievance:

Date of the Complainant/ Petitioner

Full name:

Faculty:

Department:

Academic degree:

Professor

Associate Professor

Assistant professor

Lecturer

Teaching Assistant

Administrative business: Dean Vice chancellor

Head of department Others / None

Email:

Mobile:

Data of the Complaint/Grievance

Is your complaint about someone else? Yes No

If the answer is "yes", name that person, his job title, as well as the nature of your relation with him:

Details of the Complaint/Grievance

Kindly provide the largest amount of details. For example, what was going on, when (write down the times and approximate dates), who was there and so on. If you need a larger space, please attach additional pages.

How does the complaint/grievance subject affect you?

Have you suffered from the same problem before? • Yes • No

If the answer is "yes", please provide the details:

Data related to compliant settlement

(In your opinion) what should be done to solve this problem?

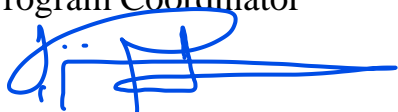
Have you applied any procedure to solve the problem before? • Yes • No

If the answer is "yes", please describe the steps taken till now:

Other Information

Are there any other information that you want to add?

Program Coordinator



Dr. Asr Nazzal Altalib