Kingdom of Saudi Arabia Ministry of Education

Jouf University

College of Computer and Information Sciences
Computer Science Department

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المملكة العربية السعودية
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Complaints and grievances

Handbook

Computer Science Program

Jouf University, KSA

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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 Bachelor of Computer Science program to achieve the quality of its outputs, the 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 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 grievances, explaining the procedures to be followed upon they occur, and all the related forms.

First: The right to grievance and complaints

The student enrolled in the computer science program 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 grievance and complaints

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

1. All complaints or grievances requests are kept strictly confidential when necessary

2. The student enrolled in the CS program has the right to submit his application to the program supervisor, according to Form (1), then the request is referred to the Grievance Committee.

3. Submission of the complaint or grievance request must not exceed fifteen days from the incident subject of the grievance, and the right to grievance ends after the fixed lapse of time.

4. The applicant must submit a complaint or grievance request 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 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 'grievances regarding their academic affairs, complaints practices, and procedures for dealing with those 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 grievance procedures

Grievance procedures are as follows:

1. The complaint or grievance is submitted to the CS Program.

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 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 grievance request.

8. The 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 grievance is malicious.

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