

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Kingdom of Saudi Arabia
Ministry of Education
College of Science
Department of Mathematics



المملكة العربية السعودية
وزارة التعليم
جامعة الجوف
كلية العلوم
رمزه (51/9/44)
قسم الرياضيات



Student Manual for Complaints & Grievances

DEPARTMENT OF MATHEMATICS

Bachelor in Mathematics Program

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First: Preface

In the interest of Jouf University to provide all academic and non-academic rights to students. The University Vice Presidency for Educational Affairs has drawn up regulations for the rules and procedures for grievances by university students to ensure that students enjoy all their rights and perform their academic and non-academic duties. For university students and employees.

Second: Objectives of the Student Grievance Regulations

- A- Ensuring the student's right to obtain 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 espoused by the university.
- D - Achieving a distinguished level of satisfaction among students and beneficiaries of university services.
- E- Determining the procedures and controls for grievance and filing complaints.
- F- Obtaining feedback on the policies, decisions and procedures applied with the aim of continuous improvement.

Article 1: Terminology of Student Grievance Regulations

The following terms and expressions shall have the meanings shown next to them, unless otherwise stated.

University: Jouf University

Students: Jouf University students

Regulations: Regulations for grievances of university students

Student Rights Committee: A higher committee that is formed by a decision of the university president

Sub-committees: Committees formed by decisions of college councils

Grievance: the student's objection to the order against him

Malicious Complaint: It is a complaint that is intended to offend the other party without the existence of a real fact or a basis for it

The person with specialization: the president of the university or the university vice-president for



educational affairs, each according to his specialization, or the dean of the college or the head of the department, according to the context in which it is mentioned.

Article 2: The Right to a grievance

The student has the right to file a grievance with the competent authority about any matter he deems detrimental to his academic and non-academic rights.

Article 3: The Higher Grievance Committee (Student Rights Committee)

It is formed by the president of the university and consists of at least five members, two of whom are specialized in Sharia and law, and the committee is directly linked to the university's vice dean for educational affairs. The committee may also seek the assistance of any expert it deems from among the university's employees, whether by attending the investigation hearing session or direct inquiry, and his opinion is advisory.

Article 4: Objectives of the Committee

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

Article 5: Tasks of the Committee

- 1- Suggesting the bylaws and regulations related to the rights and duties of the student and the related complaints and grievances, amending them as necessary and submitting them to the university president for approval by the university council.
2. Preparing the necessary forms used in grievances and complaints, such as:-
 - ✚ Form (1), which the student submits to the Dean of the College or the Head of the College Subcommittee to request that his papers be re-corrected.
 - ✚ Form (2) and submitted by the student to the Chairman of the Higher Committee, in which he objects to the recommendation of the Sub-Committee regarding re-correction of his answer sheet or removing the damage from him.
3. Deciding on the cases submitted to it.
4. Considering the objection to the recommendations of the subcommittee and submitting the recommendations to the Vice Dean for Educational Affairs for approval and approval.

Article 6: Meetings of the Supreme Grievance Committee

The committee holds its meeting at the invitation of its chairperson, according to the need, and its convening is valid in the presence of two-thirds of the members.

Article 7: The Student Rights and Duties Subcommittee

- 1- A sub-committee is formed at the level of each college by a decision of the college council, and its members shall not be less than three, and it has the right to seek the assistance of **whomever** it deems fit.
- 2- The committee holds its meeting according to the meeting, provided that its meetings are not less than one meeting each semester, and it may seek the assistance of **whomever** it deems appropriate among the people of expertise among the employees of the college or university to attend the hearing of the investigation or direct inquiry, and his opinion shall be advisory.

Article 8: Tasks of the Subcommittee

- 1- Educating students about their university rights and ways to obtain them through the regular methods within the university within the framework of the applicable rules and regulations.
- 2- Consider cases that fall within the scope of its work within the college and submit **to** it deems to be **to** the specialist for approval and implementation.
- 3- Accepting grievance requests from the student regarding his rights or any abuse he is subjected to. Its opinion is considered a preliminary opinion and becomes final if approved by the Supreme Committee for Grievances.

Article 9: Grievance Controls

- 1- All grievance requests, when necessary, shall be kept strictly confidential.
- 2- The student has the right to submit a request to reconsider his grades to the dean of the college or the head of the subcommittee according to (Form 1).
- 3- The submission of the grievance application must not exceed fifteen days from the incident subject of the grievance and the right to grievance shall be forfeited after the lapse of the mentioned period.
- 4- A copy of the student's academic record shall be attached to the grievance application (Form1).
- 5- The committee accepts the grievance request when it becomes clear by **examination** any of the following cases:
 - ✚ A significant difference in the student's grade in the course under appeal from his grades in

other courses.

✚ The existence of a collective grievance of the grades from more than one brother of % of the students registered for the course, provided that the regular methods of submitting the grievance are followed.

6- The committee has the right to reject the grievance request if it is proven that his grievance is not valid, or if it is proven that repeatedly submitted grievance requests are not valid, provided that the refusal is justified.

7- In the event that the grievance is rejected, the subcommittee is obligated to notify the student electronically of the reasons for the refusal.

8- In the event that the grievance request is accepted, the committee will address the concerned department head to form a committee to re-correction.

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

10- The student has the right to file a complaint to raise what he deems to be an injustice committed against him or a derogation from any of his academic or non-academic rights through (Form1).

11- The Subcommittee has the right to impose a penalty on the student if the complaint is found to be malicious in accordance with the Student Disciplinary Regulations.

12- The subcommittee is obligated to notify the student of the outcome of his grievance within a maximum period of thirty days from the date of referral, while informing him of his right to appeal against its decision to the Supreme Committee.

13- The student has the right to file a grievance (Form 2) against the decision of the sub-committee before the Supreme Committee.

14- A grievance against the sub-committee's decision must be submitted within a maximum period of fifteen days from the date of his notification of the sub-committee's decision, and his right to appeal shall be forfeited after the expiry of this period.

15- In the event the student files a grievance against the subcommittee's decision before the Supreme Committee, the work of the subcommittee's decision will be suspended until the grievance request is decided upon.

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

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Article 10: Grievance Procedures

- 1- The student submits the grievance to the head of the authority related to the subject of the grievance (college/deanship/competent agency) or the entity designated by him to receive the grievance requests.
- 2- In the event that the subject of the grievance is against the head of the authority relevant to receiving the grievances, **the grievance** is submitted to the direct head of that unit.
- 3- The grievance submitted by the student shall be registered and notified, 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 regular procedures to refer the grievance request, which will ensure the examination of the grievance issue.
- 5- Follow the procedures contained in the (Form 3) to review the student's grade in one of the courses.
- 6- The student is informed of the outcome of the grievance in writing with a signature to receive it.

Article 11: Adoption of the list of controls

The **University Council** approves the list of controls.

Article 12:

Everything contained in this bylaw applies to the system of the **Council of Higher Education** and Universities, its executive regulations, and supreme regulations, orders and decisions.

Article 13:

This regulation shall be effective as of the date of its approval by the **University Council**.

Forms used for grievances

Form 1: Student grievance about test scores.

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

Form 2: A student's complaint about an incident of injustice or a claim of harm.

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)	
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الخطوات السابقة التي اتخذت لمحاولة رفع الظلم أو حل المشكلة:

المرفقات:

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- ٢
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إقرار: أقرنا 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:

Form 3: Mechanism for reviewing students' grievances against written grades in a certain course.

(Indicative model for members of grievance committees and faculty members)

Follow the steps below to review student's scores in written exams

The following is verified:

- 1- Correct all exam questions.
- 2- Ensure that the grades of all questions are added to the final grade awarded.
- 3- Ensure that the question's scores are collected correctly and match the awarded score.
- 4- In questions that contain sub-questions (a, b and c, for example), it is ensured that all sub-questions are corrected and a score for each of them is placed within a circle.
- 5- The total score of the sub-questions corresponds 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, considering that the final grade is less than its actual value, which affects the student's grade.
- 7- Ensure that the total score included the practical, oral, and year work scores in the courses that include these tests. In this case, the correctness of the Sumiton is verified.
- 8- . The committee formed for re-correction prepares a detailed report for the head of the department on what was done in the review process, 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 Subcommittee shall keep the grievance and its outcome in the student's file.
- 12- The Sub-Committee responds to the petitioner in writing and informs him of the outcome of the investigation of his grievance.

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