

# **Executive Rules for Faculty Members' Grievance at the University of Tabuk**

## **Introduction:**

The University of Tabuk believes that a faculty member's participation in the educational process is fundamental and effective. The university has worked hard to ensure that they are completely satisfied in order to uphold quality standards. The most essential of which is striving to improve the quality of services provided to in-house recipients, which are critical to the ultimate educational outcomes and working to solve any problems they may be exposed to. Therefore, the university administration has formed a committee to consider faculty members' complaints and grievances, as well as a mechanism to accept faculty members' complaints and grievances.

## **Article (1):**

The following words and phrases shall have the meaning ascribed to them below whenever they appear in these regulations. Anything not explicitly stated shall be interpreted in accordance with the systems of the Higher Education and Universities Council, their executive regulations, laws, and decisions in force in the Kingdom of Saudi Arabia, in a manner that is consistent with the goals of these rules.

University: University of Tabuk

President: The president of the University of Tabuk

Vice-president: University Vice-presidency for Academic Affairs.

Chairman of the Committee: Vice-president for Academic Affairs as a chairman of the committee

Committee: a committee to consider faculty members' complaints and grievances at the University

## **Article (2):**

### **General Policy:**

Improving the quality of services offered to the faculty members and identifying their academic and administrative issues, which are reflected positively on the outcomes of the educational process.

## **Article (3): General purpose of complaints or grievances:**

Lifting the injustice of faculty members according to the Higher Education Council system and the executive regulations in force at the University of Tabuk.

**Article (4): The scope of applying the mechanism:**

The articles of this mechanism are applied to all Saudi and non-Saudi faculty members and employees of the University of Tabuk from various scientific ranks in various vice-presidencies, colleges, and assisting deanships departments, branches, and university colleges.

**Article (5):**

A committee is formed through a decision by the university's president to investigate complaints and grievances of faculty members from university employees and those who are equivalent to them. This committee is headed by the Vice-president for Academic Affairs and several members nominated by the head of the committee in their professional capacity. The committee's work is for one year from the date of the decision.

1. The Vice-President for Academic Affairs as the chairman
2. The dean of Human Resources Deanship as a member and vice-chairman of the committee
- 3- The dean of the relevant college
4. The administration manager of Human Resources Deanship
5. The administration manager of Personnel Management.
6. A member from the Legal Affairs Department
- 7 - An elected member from the Deanship of Development and Quality
- 8- A member from the University Vice-Presidency
9. The secretary of the committee

**Article (6): The committee's tasks and responsibilities are as follows:**

1. Following up on the continuous improvement of the mechanisms of addressing complaints and grievances.
- 2 - Addressing the problems facing faculty members.
- 3 - Providing appropriate recommendations to tackle the issues of complaints and grievances.
- 4- Following up on complaints and concerns received from various sources.

5- Checking the reasons for complaints and grievances with absolute objectivity and neutrality.

6- Maintaining information confidentially in a way that guarantees the appropriate conduct of the committee's examination processes and the safety of the members.

7- Documenting the complaints and requests received by the committee according to the college, department, and topics.

8. Preparing meeting minutes and detailed reports that include appropriate recommendations for handling complaints and grievances.

9-Submitting the minutes of the committee's meetings, including the recommendations of His Excellency the President of the University

10-Referring criminal or penal complaints or concerns to the competent authorities.

**Article (7):**

The University Vice Presidency for Academic Affairs has the authority to review these regulations regularly and make suggestions to the University Council for amendments, deletions, and additions. It also has the authority to interpret any of its provisions in a way that does not violate the document's text.

**Article (8): Objectives of the committee:**

The following are the desired outcomes of creating a committee to investigate faculty complaints and grievances at the University of Tabuk:

1-Continuously improving the quality of services provided to faculty members.

2. Contributing to the development of the academic and administrative work environment.

3-Keeping and retaining outstanding faculty members.

4-Achieving the principle of transparency and impartiality through a clear work mechanism that shows the procedural steps followed in the process of submitting complaints and grievances of faculty members

5-Identifying the faculty members' problems and challenges and trying to resolve them.

**Article (9): Criteria that govern the committee's work:**

1 - Experience and competence in addressing grievances and complaints.

2- Ensuring the complaint or regulations' confidentiality. As a necessary consequence, all documents relating to faculty member complaints and grievances and all committee

deliberations are considered confidential and are only disclosed to those who have the right to access information based on their roles in the process of dealing with such complaints or grievances.

3. The members of the committee shall meet every week and periodically to consider complaints and grievances

4. Objectivity and impartiality in consideration of complaints and grievances

5-Recognition of the Higher Education Council system and its implementing rules, such as those regulating the hiring of non-Saudis at universities and those regulating the activities of Saudi university affiliates, such as faculty members and those who are equivalent.

6. Ensuring that a complaint or grievance does not impact members of the committee.

7-Providing the committee with access to any of the documents related to the complaint or grievance.

8 -Processing the complaint conveniently, which is determined by the type of complaint or grievance.

**Article (10): Reasons for complaints or grievances:**

1-Grievance against an administrative decision impacting any of a faculty member's executive regulations-guaranteed rights.

2. Complaint against a faculty member.

3. Complaint against the direct boss/line manager.

2. Grievance against an academic decision regarding scientific research or academic promotions.

4. Grievance against a financial decision regarding his financial rights.

5- Issuance of an authority-approved decision that is discriminatory to the faculty member, fails to establish balance amongst faculty members, or does not preserve all the faculty member's rights.

**Article (11): Means of filling out complaints and grievances:**

A-complaints boxes for faculty members (a box in front of the dean's office and Deanship of Development and Quality).

2 - Direct meetings with senior management.

3-Meetings of heads of scientific departments directly

4-Complaints and suggestions system through the university website.

**Article (12): Procedural steps for filling out the complaints and grievances:**

1-The Deanship of Development and Quality follows up on providing the complaints and grievance boxes with the complaint or grievance forms, provided that the keys to these boxes are in the custody of the dean.

2. The complainant or petitioner shall fill in all the required data in the complaint form or grievance according to the means used to submit it.

3-Or submit it to the head of the competent department. The latter formally submits the complaint to the committee through the college's dean, and the committee member seconded from the Deanship of development and quality collects complaints and grievances from the boxes allocated for it.

4. At its meeting, the committee members shall sort complaints and grievances by faculty, department, and the type of the complaint or grievance. Then, they are tabulated in a special register called the complaints and grievances register.

5. The committee shall consider the complaint or grievance, examine its subject matter and investigate its causes by means that ensure that the facts are reached with the appropriate recommendations of His Excellency the President of the University where:

5.1. Rejecting the complaint in the event that all required data in the form of complaint or grievance is not completed and saving it

5-2. Accepting consideration of the subject matter of the complaint or grievance:

5.2.1. Replying to the complainant if it is not proven correct and taking the necessary measures in case of repetition and preservation.

5-2-2 -Or referring the procedures for processing a complaint or grievance to the competent college or department internally or referring them to the competent authorities if they are of a criminal or penal nature.

6. The committee replies to the complainant or grievance by providing a written statement that contains the following information:

6.1-the first one reports the receipt of the complaint or grievance, including the complaint number, the date of receipt, the applicant data, and the complaint or grievance data.

6.2-The second includes the decision or decisions of the committee within (3) days from the date of receiving the complaint or the grievance if accepted to be considered. He/She shall be notified to follow up on his/her complaint or grievance if it requires a longer time with the reasons for making those decisions. He has the right to appeal its decision within a week of receiving the committee's decision.

6.3. The faculty member shall be allowed to appeal against the decision or decisions of the committee within one week of receiving that resolution or those resolutions.

7-The committee follows up complaints and grievances using the complaint or grievance follow-up form

8. The complaints received shall be archived in documents and electronically with the committee, and a copy shall be archived with the Deanship of Development and Quality for documentation purposes and shall be used as an indicator in assessing institutional performance.

9. The mechanism and its performance shall be reviewed and measured periodically.

**Article (13): Documents and papers required for the consideration of a complaint or grievance:**

A-Complaint or grievance form

1- Any supporting documents or papers

2-Complaint or grievance follow-up form

**Article (14):**

These executive Rules shall apply from the date of their adoption by His Excellency the President of the University.