

Executive Regulations for Students' Complaints at the University of Tabuk

The University of Tabuk is keen to provide an unbiased and prosperous environment for students. This matter enhances achievement as well as academic interaction between students and faculty members based on mutual respect, fairness and the fulfillment of obligations.

The university is committed to fulfilling its obligations by providing students with an optimum educational environment consisting of excellent facilities and outstanding academic experiences. Equipped with these two fundamental components, students are thus geared to meet the university's strategic educational system's expectations and goals. This is in line with the university's mission and vision, which all students are expected to play an active role in by complying with the executive regulations and policies

Furthermore, the university has a system in place through which the students may submit their observations about various aspects of the educational process, in the form of questionnaires to measure the students' satisfaction, the student electronic system, and the preparation of student complaints and official grievance boxes.

Article (1):

The following words and phrases shall have their meanings below, wherever mentioned in this regulation.

The University: University of Tabuk

President of the University: The President of the University of Tabuk

Vice Presidency: The University Vice Presidency for Academic Affairs.

Chairman of the Committee: The Vice-President for Academic Affairs

The Committee: The Student Complaints and Grievances Committee

Article 2 (General Policy)

The general policy aims to increase the quality of academic services for students in all disciplines, a matter that will positively reflect on the outcomes of the educational process.

Article 3 The general objective of submitting a complaint or grievance:

Eradicating injustices perpetrated on students by following the Higher Education Council protocols and the University of Tabuk's set rules and regulations.

Article 4

The provisions of this mechanism apply to all Saudi and non-Saudi students who are registered as both regular and affiliate students at any of the various faculties, branches and colleges of the University.

Article 5

A committee to consider students' complaints and grievances is appointed by the President of the University, headed by The University Vice-President for Academic Affairs and faculty members nominated by the Chairman of the Committee in their legal and positional capacity. The appointed term of the committee's work shall be one year from the date of appointment and shall comprise the following members:

- 1- University Vice President for Academic Affairs –Chairman
- 2- The Dean of Student Affairs is a member and vice-chairman of the committee.
- 3- Dean of the concerned college
- 4- Director of Student Affairs Department
- 5- A member from the Legal Affairs Department.
- 6- Administration manager of the Deanship of Development and Quality
- 7- Member of the Vice-Presidency
- 8- Committee Secretary

Article 6

The committee shall be responsible for:

- following up on developing and upgrading methods and techniques in handling student complaints and grievances.

- Addressing the problems facing students from various specialties.
- Assigning appropriate recommendations to resolve complaints and grievances.
- Following up on the submission of complaints and grievances from various sources.
- Verifying the reasons for complaints and grievances in all impartiality and objectivity.
- Maintaining the confidentiality of information in a manner that ensures the proper conduct of its examination procedures and maintaining the integrity of the committee members.
- Documenting the complaints and grievances forms received by the committee according to the college and its department.
- Taking the minutes of meetings and preparing detailed reports that include appropriate recommendations for handling complaints and the grievances

Article (7)

The Vice-Presidency for Academic Affairs maintains the right to evaluate these regulations periodically, submit proposals for amendment, deletion and addition to the University Council, and the right to interpret any of its provisions in a manner that is not in conflict with its stipulated rules and regulations.

Article (8) Objectives of the Committee:

- Continuing improvement of the quality of services provided to the student.
- Continuing development of the academic and administrative environment.
- Striving towards producing outstanding students.
- Ensuring transparency and justice by having clear procedural steps in place.
- Following up on submission procedures for student complaints and grievances
- Identifying the concerns and difficulties facing the student and work to overcome them.

Article (9) Standards and principles governing the work of the committee:

- Experience and competence in handling grievance issues and complaints.
- Ensuring the confidentiality of the complaint and grievance, accordingly, all relevant documents are considered confidential and only disclosed to persons

who have the right to review information pursuant to the nature of their roles in the process of handling such complaints or grievances.

- The committee members shall meet periodically to discuss complaints and grievances.
- The Committee shall comply with objectivity and impartiality when considering complaints and grievances.
- The committee shall abide by the rules and regulations of the Higher Education Council and the regulations applicable to courses and exams accredited by the University of Tabuk.
 - Ensuring that the committee members shall not be subjected to any harm due to the complaint or grievance.
 - Ensuring that the committee has access to all documents that are related to the complaint or grievance.
 - Address all complaints in an efficient and timely fashion, subject to the nature of the complaint or grievance.

Article (10) Reasons for complaints or grievances:

- Discontent with academic issues such as the content of the curriculum, the way the program is presented, the course, the teaching quality, the supervision or faculty member behavior.
- Complaints from students over partial or total academic dismissal.
- Complaints about financial matters related to the payment or refund of tuition fees.
- Complaints from students about the results of awarding scholarships or educational grants.
- Dissatisfaction with the academic decisions and/or advisory service or the general behavior of a staff member.
- Complaints from students concerning resolutions that are unfair to students and do not preserve their rights.
- Being subjected to annoyance, racial discrimination, or unlawful intimidation.
- Complaints about the inability to confirm the application for the enrollment period or the withdrawal and addition of courses.
- Complaints about being barred from taking an exam due to poor attendance of lectures.

- When the tuition bonus is not paid.
- Complaints about the lack of necessary facilities and equipment (blackboard, classroom, data show, computer, drawers, public services).

Article (11) Methods of Receiving Complaints and Grievances:

Complaints and grievances are received through:

- Student complaint boxes (boxes placed in front of the office of the dean of the concerned college or the supporting deanship as well as the Deanship of Development and Quality)
- Direct meetings with senior management.
- Direct meetings with department heads.
- The electronic student complaints system on the university's website.
- Contacting the Deanship of Development and Quality via e-mail.

Article (12) Procedural steps for submitting complaints and grievances:

- The Deanship of Development and Quality shall provide the complaints and grievances forms in the form of boxes provided that the deanship has access to these boxes.
- The student submitting the complaint or grievance shall fill in all the required data on the complaint or grievances form and follow the required procedures in submitting them. (Student complaints box or system)
- Alternatively, he shall submit the complaint or grievance to the concerned department head, who shall then submit it to the committee through the concerned dean of the college. An appointed committee member delegated from the Deanship of Development Quality collects complaints and grievances from designated boxes.
- At meetings, the committee members shall categorize complaints and grievances according to college, department and type of complaint or grievance and record them in a special register called Complaints and Grievances Register.

The committee shall consider the complaint or grievance, study its contents, and determine its reasons through the ways that guarantee access to the relevant issues, submitting the appropriate recommendations to the President of the University.

* The complaint shall be rejected if the student does not furnish the requested information in the form when filling.

- Accepting the consideration of the subject of the complaint or grievance
- Notifying the party submitting the complaint that their complaint has been rejected due to incorrect information.
- Take the necessary measures against those who provide inaccurate information twice and place the act of furnishing inaccurate information on record.
- Referring procedures of handling the complaint or grievance to the concerned college or department internally.
- Referring it to the competent authorities if it is criminal by nature.

The committee shall respond to the complainant or grievance by sending a written statement (statement one) that includes:

- Acknowledgement of receipt of the complaint or grievance
- allocating a complaint number,
- date of receipt
- details of the student
- details of the complaint or grievance.

The second written statement includes the committee's decisions regarding the complaint, which shall be after three days from the date of receipt. The student will be notified to follow up on his complaint.

- The committee follows up on the complaint or grievance using the complaint or grievance follow-up form.
- The complaints received are archived and documented electronically with the committee, and a copy is kept with the Deanship of Development and Quality for documentation purposes and used as an indicator in institutional evaluation.
- A review that measures performance periodically.

Article (13) The documents required for consideration of the grievance and complaint

- Complaint or grievance form.
- Supporting documents.

- Complaint or Grievance Follow-up Form

Article (14)

These executive regulations shall be effective as of the date of their approval by the President of the University.