



Equity, diversity, and inclusion committees

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Executive Regulations for Students' Complaints at the University of Tabuk

<https://www.ut.edu.sa/ar/Faculties/Medicine/student-services/Documents/13a-%20Executive%20Regulations%20for%20Students%20Complaints%20at%20the%20University%20of%20Tabuk.pdf#search=complaints>

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.

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

Deputy of the University for Academic Affairs

Procedural Guidelines for university of Tabuk

Job Description

An appointed or assigned individual to the position of Deputy of the University for Academic Affairs must be a faculty member with at least the rank of Associate Professor, appointed by a decree issued by the competent authority. They are entrusted with managing the academic affairs of the university within the limits of the regulations, rules, decisions, and relevant instructions.

Administrative Reporting

The Deputy of the University for Academic Affairs reports administratively to the University President.

Responsibilities and Administrative Authorities

The Deputy of the University for Academic Affairs assumes responsibility for supervising the academic affairs of the university within the framework of the regulations, rules, decisions, and relevant instructions. In pursuit of this, they exercise the following administrative responsibilities and authorities:

First: Administrative Responsibilities

1. General supervision of the activities and functions related to colleges, institutes, supporting deanships, centers, departments, committees, and other administrative units on both the male and female campuses for undergraduate, diploma, and postgraduate levels.
2. Supervision of the general administration of library affairs at the university, and taking necessary developmental measures for its operation, ensuring the availability of books and various learning resources for students.
3. Supervision of the activities of the University Measurement and Evaluation Center and monitoring its work.
4. Supervision of the Clinical Skills Unit's activities and monitoring its performance, taking necessary developmental measures for its operation.
5. Supervision of the progress and organization of the educational process at the undergraduate, diploma, and postgraduate levels in the various colleges and their branches in the provinces, and institutes at the university level.
6. Supervising the implementation of admission policies for undergraduate, diploma, and postgraduate levels at the university and its branches in the provinces, monitoring all procedures related to the admission of new or transferred students, and overseeing the registration procedures and academic guidance for them in all scientific departments in all

- colleges, and working to implement them within the specified deadlines, in accordance with the approved academic calendar, regulations, and rules governing admission and registration.
7. Supervising the registration process for students in courses and developing the services needed by students, addressing the needs of students with disabilities, finding ways and means to overcome them, and providing suggestions and alternatives, as well as providing devices and tools that enable them to achieve their academic aspirations.
 8. Supervising the development and updating of curricula, programs, and study plans, scientific specialties, and approving books and references at the university level, diploma, and postgraduate levels in coordination with relevant authorities.
 9. Contributing to improving the quality and efficiency of teaching at the university by providing advice to faculty members and university administration about the level of university students and their academic capabilities at the undergraduate level.
 10. Monitoring the performance of academic units and measuring their performance according to the standards adopted by the university.
 11. Supervising the preparation of non-classroom activities (cultural and social) for university students and following up on their implementation.
 12. Supervising all counseling and guidance programs for students in psychological, social, and career aspects.
 13. Supervising the issuance of brochures and informational booklets regarding student affairs.
 14. Supervising the preparation and development of projects and initiatives to provide a stimulating and supportive educational environment for students.
 15. Supervising the issuance of brochures and informational booklets regarding admission and registration.
 16. Supervising the issuance of brochures and informational booklets regarding departments and available study plans at the university.
 17. Supervising the process of evaluating the job performance of university staff, including faculty members and those in similar positions.
 18. Supervising the compilation of data related to the teaching load for faculty members and analyzing it.
 19. Supervising the activation of the e-learning system in coordination with relevant authorities.
 20. Developing a strategic plan to activate e-learning programs at the university.
 21. Supervising the development of academic, procedural, and organizational standards for e-learning programs at the university level.
 22. Monitoring and coordinating between the various colleges and their branches in the provinces and their departments regarding plans and e-learning programs and distance education.
 23. Supervising student housing at the university, providing necessary living facilities for students, ensuring the provision of housing services and living conditions as required, in coordination with the university president.
 24. Supervising the procedures for contracting with non-Saudi faculty members in various colleges of the university and its branches in the provinces.
 25. Requesting entry visas for scholarship students in accordance with the instructions issued by the competent authorities and the applicable regulations.
 26. Working to ensure the quality of student training.
 27. Studying the rationalization and evaluation of university textbooks.
 28. Securing academic software for educational operations in various sectors of the university.
 29. Measuring and evaluating the outcomes of academic programs.
 30. Engaging with various local and international entities to enhance academic partnerships.

31. Preparing the admission plan project for the undergraduate level in collaboration with relevant colleges and departments, in preparation for presentation to the university council.
32. Completing the procedures for the enrollment of scholarship students in studies at the university after their acceptance by the relevant authority.
33. Other responsibilities within the jurisdiction of the agency according to its nature, or based on assignments by the university president.

Deans of colleges (and institutes)

Job Description:

An appointed or assigned individual to the position of Dean of the College by a decision issued by the competent authority, a member of the academic faculty, entrusted with the responsibility of managing the academic, administrative, and financial affairs of the college within the limits of the regulations and rules.

Administrative Relationship:

The Dean of the College reports to the Vice Rector for Educational Affairs of the University.

Educational Affairs:

1. Supervising the smooth operation of the educational process at the college, ensuring compliance with the implementation of various academic programs according to their approved conditions. Ensuring the commitment of faculty members and students to the relevant regulations, rules, decisions, and directives.
2. Supervising the process of distributing the teaching load among faculty members and those in their capacity at the college.
3. Supervising all procedures related to the admission of new or transferred students to the college, and ensuring their implementation within the specified timelines, in accordance with the approved academic calendar, regulations, decisions, and relevant directives.
4. Supervising the process of student course registration and monitoring the development of services needed by students, addressing any problems they may encounter.
- 5.
6. Supervising the conduct of midterm and final exams at the college within their scheduled times, in accordance with the regulations, decisions, and directives issued in this regard, and ensuring the fulfillment of necessary requirements for the success of the examination process.
- 7.
8. Supervising the development and updating of curricula, programs, and study plans, as well as scientific specializations, and approving textbooks and references for various college programs in coordination with the relevant academic departments and university authorities.
9. Supervising various student activities, both curricular and extracurricular, at the college.
10. Supervising all guidance and counseling programs, including psychological, social, and career counseling, for students at the college.
- 11.

12. Supervising the issuance of informational brochures and pamphlets regarding student affairs at the college.

Quality Assurance and Accreditation Affairs:

1. Supervising the implementation of quality and accreditation projects, both programmatic and institutional, at the college, ensuring their completion within the specified time and within the approved budget.
2. Supervising the process of preparing the college's strategic plan, completing the accreditation procedures according to regulations, and overseeing its implementation after approval.
3. Taking necessary measures to achieve the targets of the university's strategic plan in all areas falling within the college's jurisdiction.
4. Monitoring the compliance of the academic departments within the college with the quality standards and accreditation requirements approved by the university.
5. Promoting a culture of excellence and quality among students, faculty, and staff at the college, and working to provide an integrated and sustainable educational environment within the college that supports change, innovation, and continuous improvement.
6. Submitting requests to the relevant departments at the university for necessary training needs and workshops to enhance the academic and administrative efficiency of the college's faculty and staff.
7. Working on developing internal and external college relations and establishing academic links with educational institutions inside and outside the kingdom, following the established procedures.
8. Proposing necessary programs to activate the college's role towards its social responsibility.

Faculty Affairs

1. Monitoring the procedures for appointing Saudi faculty members and those in their capacity at the college, in coordination with the relevant college councils and university authorities.
2. Supervising the process of attracting faculty members to the college, in coordination with the specialized college councils and university authorities.
3. Monitoring the commitment of faculty members at the college to their duties and job responsibilities.
4. Nominating collaborators with the college from outside the university to teach courses affiliated with the college and monitoring their commitment to performing their teaching duties as required.

[Complaints and inquiries system for the Deanship of Human Resources](https://www.ut.edu.sa/en/E-Services/Pages/Services41.aspx)

<https://www.ut.edu.sa/en/E-Services/Pages/Services41.aspx>

Service description :

In recognition of the Deanship of Faculty Members and Personnel Affairs of the importance of communication between all university employees, including faculty and staff, and from outside the university, and its reflection on the permanent development of work performance and the non-

accumulation of problems, an integrated system for inquiries, proposals and opinions has been established, allowing directors of departments concerned with the Deanship to see List of complaints letters, inquiries and suggestions received by them.