

Kingdom of Saudi Arabia  
Ministry of Education  
**University of Tabuk**  
Vice-Presidency for  
Academic Affairs



# Student Grievance Procedures



جامعة تبوك  
University of Tabuk

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ





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**Introduction:**

Stemming from the premise the student is the pivot point around which all the educational process revolves, University of Tabuk, like the entire Kingdom's universities, is keen that its students enjoy their rights and fulfill their duties. Therefore, it is incumbent on the university to state what the students' rights are and how they carry out their duties, regardless of the traditional understanding, which upholds or denies the students' rights, thus, deviating the educational process from its righteous path.

These procedures express mutual understanding between the university and its students by addressing them to claim their academic rights and benefits, and from where. Out of the university's keenness to preserve the quality of academic integrity and what sets out the transparency and clarity policies of the relationship between the student and the University in various academic issues, these procedures raise students' awareness of how to fulfill their duties towards the university.

## **Article 1, General Policies:**

### **Section 1**

In these procedures, the following terms are defined as:

- 1- university: University of Tabuk
- 2- students: (males and females) who register at the university whatever their educational levels or nationalities.
- 3- committee: disciplining committee (males and females)
- 4- violation: any infringement of the university's system or regulations
- 5- penalty: a disciplining penalty as detailed in the policies of this procedure

All registered students (males or females), undergraduates or postgraduates, affiliated to training courses whichever their sorts or levels, abide by these procedures without violating the policies pertinent to general system of the Saudi Universities.

### **Section 3**

The Deanship of Students Affairs is entitled to follow and apply the



policies of these procedures in accordance with concerned institutions at the university.

#### **Section 4**

Student is acquitted from the penalties laid down by these procedures, if the violations have been done out of the university premises and do not involve the university or any of its affiliates or its institutions. These violations are under the jurisdiction of the law lest it be referred to the university.

#### **Article 2, The Students' Rights**

##### **The Definition of Rights**

Rights are freedom and responsibility guaranteed by the society and the law and the citizens should abide by. Therefore, the right is defined as a voluntary authority admitted, protected, and authorized by the law to do certain action. The student has the right:

- 1- To acquire the scientific material and knowledge related to the academic curricula in a proper academic environment that guarantees

comprehension and accessibility.

- 2- To get the university ID and the benefits offered by the university thereof, according to procedures and regulations of the university.
- 3- To ask and discuss with his professors in proper scientific issues and at suitable times.
- 4- To get plans, schedules, and register in curricula offered by the system and registration policies.
- 5- Staff members are committed to their teaching schedules--clinical and teaching hours. They should not cancel them except in emergencies or with a prior notice. In this case, they have to teach additional lectures in accordance with the students' needs.
- 6- Questions should be drawn from the topics in the syllabus and student has the right to know his/her marks, and review their answers in the final examinations according to regulations prescribed by the university system.
- 7- To claim social assistance provided by the university and participate



in the activities on its premises according to the policies.

- 8- To guarantee the privacy and the fair treatment of his/her academic file.
- 9- To receive fair treatment from his/her staff members, workers, administrative and security personnel at the university.
- 10- To complain against any violations against these procedures, e.g., grade appeals or maltreatment by one of the staff members, administrative employees
- 11- To submit a Leave of Absence for one academic semester without getting (F) notation, if he/she submits an appeal to the pertinent authorities designated by the university council, in the time span allotted by the executive policies and prescribed by the university council. The student gets (W) notations on the transcript of all the registered courses, and the leave period is not included in the time limit for completion of the graduation requirements (Article 13 modified by the decree of the Higher University Council, pp.6566-).

- 12- The university council, or whoever delegated by it, has the right to exempt the student from suspension and allow him/her to take tests provided that the student submit an appeal accepted by the council. The council decides the student's attendance rate which should not be less than 50% of the lectures and clinical lessons of each syllabus (Article 10).
- 13- If the student is unable to attend the final tests in any course due to an urgent issue, the university council has the right to accept his/her excuse and allow the student to take a make-up exam in a period that does not exceed the end of the following semester. Subsequently, grade is granted based on his/her result in that exam. (Article 12).
- 14- The student has the right to submit a deferment for an eligible excuse accepted by the university council for a period that does not exceed two successive semesters or three non-successive semesters in the entire university study, otherwise the student is dismissed. The university council, in special cases, has the right to exempt the

student from the dismissal, and the dismissal period is not counted in the cumulative graduation period. (Article 14).

### **Article 3: Students' Duties**

Duties are defined as a specific scientific rule or a commitment relevant to a human attitude, e.g. the employee's commitment to his/her job, or the student's commitment to his/her university, etc. Student has rights and duties protected by the university, so he/she can file grievances to the decision makers, and claim his/her rights, which are:

- 1- To follow the university procedures and policies, and not to violate Islamic or general behavioral moral conduct.
- 2- To be punctual and do all the assignments
- 3- To hold the university ID and show it, if necessary, to the authorized personnel. Littering is not allowed on the premises. Student should wear proper uniform that ensure the integrity of the university.
- 4- To abide by policies and regulations of research, reports, and tests preparation. Students should not cheat on examination, or helping

others to cheat, or violate the tests system.

- 5- Not to vandalize, mess, or make out of order any university equipment; student has to maintain them and to return borrowed items on time.
- 6- To keep calm and quiet on the university premises and not to disturb classes or assemble in unspecified areas. Students should stay in classes or corridors during prayers times.
- 7- To treat all university's affiliates and guests with due respect and not to offend or abuse them verbally or physically.
- 8- Not to audit classes in unregistered curricula except by a special permission from the instructor.
- 9- Not to eat or drink inside classes, or public libraries.
- 10- To be certain that his/her authorized official university e-mail is working properly, and he/she has to check e-mail daily.
- 11- To check the official notes on the notice board.
- 12- To avoid overlap in the schedule and not to register a "pass" course. Student has to consult with the university registrar at the add/drop

calendar.

13- Not to smoke on the university premises.

#### **Article 4**

### **Disciplinary Procedures: The Formation of Disciplinary Committees and their Due Tasks**

#### **First: The General Committee at the university**

- A- His Excellency University Rector issues a decree forming Disciplinary Standing Committees (DSC) for male students, for two consecutive years, and chaired by The Dean of Students Affairs; it also includes an investigator, and dean or vice-dean of the faculty of the violator.
- B- A Disciplinary Standing Committee (for female students) is formed to discipline female students for two consecutive years, nominated by the chairman of the Disciplinary Standing Committee (for males) and issued according to a decree from His Excellency the University Rector.
- C- To oversee the decisions of the sub-committees and to file them to

His Excellency the University rector to approve them after giving the final word on the sub-committees decisions.

Second: The Formation of Disciplinary Committees at the faculties according to a decree by the dean on the following terms:

- 1- The committee is chaired by the dean or the vice-dean
- 2- Two staff members
- 3- Head of the department (where the wrongdoer student is registered)
- 4- The Disciplinary committee submits reports and recommendations to the Standing committee to approve or modify its verdicts.

### **Article 5: Committee's task and mandate**

#### **Section 1**

The disciplinary standing committee oversees any violations filed to it by His Excellency the University rector or one of the disciplinary committees at faculties or institutions, or filed by one of the subsidiary deanships or administrations at the university.



## Section 2

Upon an invitation from its chairman, the disciplinary committee convenes. It is not considered a formal meeting except with the attendance of two thirds of its members. Verdicts are reached by the majority of the votes. Yet, in case of even vote, the chairman's side wins the vote.

## Section 3

The disciplinary standing committee has the authority, laid down by the procedures, to conduct an investigation with the student of all the accusations levelled against him/her, if need be. It also has the authority to summon parties such as dean, heads of departments, staff members, and administrative personnel to a hearing session.

## Section 4

The penalty imposed by the committee should be one of the penalties laid down by the procedures. The committee has the authority to minimize the penalty if that renders any benefit to the student.

## Section 5

The penalty is not imposed except after conducting a full investigation with the student--a hearing session and meeting minutes--in all the accusations levelled against him/her. In case of not showing up for two consecutive subpoenas, the hearing session is cancelled and the student is sentenced in absentia by the Disciplinary Standing Committee (DSC).

## Article 6 Disciplinary Procedures

### Section 1:

Whoever violates the procedures and the policies at the university or on its premises receives an oral note. Upon the second violation, he/she received a written note. Upon the third violation, the student is dismissed for one academic year on the condition that he/she pledges not to violate the policies again.

### Section 2:

Student receives an oral note for violating Islamic traditions, customs or social norms. Upon the second violation, student receives a written note.

Upon the third violation, the student is dismissed for one academic year on the condition that he/she pledges not to violate the policies again.

### **Section 3:**

Student is dismissed for one academic year for conducting a dishonorable act or violating the moral and behavioral integrity. He/she should pledge not to repeat it again. Upon the second violation, student is expelled.

### **Section 4**

Student is placed on probation for violation (Section1, Article 3). Upon the second violation, student is dismissed. Upon the third one, he/she is expelled.

### **Section 5**

Student's service is ended once he/she drops out with no deferment note (Section2, Article 3). (See: Section 5, Studies and tests procedures/ Higher Educational Council and its Procedures).

### **Section 6**

Student is penalized for violating procedures as detailed in (Section 3,

Article 3), and he/she is not allowed to take an exam in case of failing to submit a valid University ID.

### **Section 7**

An academic sanction is imposed on any student who attempts to cheat or violate the tests regulations (Section 3, Article 3). Student is penalized by expulsion from the tests. Meeting minutes are submitted to the dean, and the latter has prerogatives to:

- A- Assign a grade of "0" or "F".
- B- Cancel student's results in another course/s. Thus, he/she gets "0"
- C- Cancel student's results in all courses. Thus, he/she gets "0"

### **Section 8:**

A penalty of halting or stopping the student's stipend is imposed on any student as detailed in (Section 5, Article 3) and that entails vandalizing the university properties or making them out of order. The violator is fined on all his/her wrongdoing.



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