

# **Student Grievances and Complaints Manual**

**Prepared by**

**Deanship of Development and  
Quality  
2019**

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## Preface

A complaint or academic grievance relating to academic matters includes: admission, grades, academic suspension, misinformation, plagiarism, intentionally falsifying information, submission of work prepared for a course in another course, as well as copyright infringement.

Non-academic complaints also include, but are not limited to, harassment (verbal or physical), threats, subversive or abusive behavior on campus, fines, fees, or even exclusion from use of a particular service, discrimination, as well as access to records, policy violation.

Qassim University pursues a fair policy in dealing with its students and their relations with the administrators, faculty, staff or other members of the university community, aiming at establishing and implementing policies and procedures for students' academic or non-academic grievances. To achieve this, a student rights protection unit was established.

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## Standing Committees for Student Rights

The regulations of student rights committees at Qassim University have been approved in its Council's third meeting held in 9/3/1439 H. The regulations include mechanism of formation of the Standing Committee for Student Rights at the University level, in addition to rules of formation of sub-committees for student rights in the colleges. The University aims from these committees to:

- 1- Realization of a homogeneous university society
- 2- Confirming the principle of justice and fairness as a basic pillar in building an ideal society inside the University, and to support the student rights in comply with the applied systems and regulations.
- 3- Presenting the necessary advices to the students, and enlighten them about their rights, and how to get them through the official channels in the University according to the applied rules and regulation.

## First: The Standing Committee for Student Rights

The Standing Committee is formed by a decision of the University Rector for two years liable for renewal. It is formed of:

- 1- Faculty member from Shariaa and Islamic Studies College on its head.
- 2- Faculty member from Systems Department of the Shariaa and Islamic Studies College as a vice-president.
- 3- Vice-Dean of the Deanship of Admission and Registration.
- 4- Vice-Dean of the Higher Studies Deanship
- 5- Member of the Legal Directorate
- 6- Two members of the faculty of the female sector.
- 7- The committee has the right to seek the help of any person seems suitable for its assigned tasks.

### Mechanism of the Committee:

The Standing Committee shall be held on a continuous basis to carry out administrative and technical tasks. It is concerned with

- 1- Discusses complaints and grievances referred to it by the University President.
- 2- The complaints and grievances that were not resolved by the sub-committees during the legal period.
- 3- The consideration and investigation of grievances against the decisions of the sub-committees submitted to it by the students.
- 4- Students Complaints which the sub-committees refer them to the Standing Committee because of stepping aside or non-specialty

Such complaints or grievances shall enjoy exceptional privacy and confidentiality. The Standing Committee has the right to issue a recommendation to refer the complainant to a disciplinary committee if his complaint

is found to be malicious. The Standing Committee shall, after completion of the investigation, issue its recommendations on complaints and observations which are of serious concern within 30 days from the date of submission or from the date of referral. These recommendations shall be submitted to the Rector for approval or appropriate decision. The Rector may submit the decision to the University Council for approval in the cases provided for in this regard. The decision of the rector or the University Council shall be final and not subject to appeal, and the complainant shall be informed about the decision.

## **Second: Sub-Committees**

**Members of Sub-Committees:** A sub-committee shall be established at the headquarters of each faculty of the University. It shall be established by a decision issued every academic year by the college council. It is composed of three faculty members. A subcommittee of student rights should be formed for each branch (e.g. female/male), and should never involve in its membership college administration.

The work of the Subcommittee is concerned with receiving complaints and grievances from students (Form A) regarding any academic problems. Even if the complaint is against a faculty member, the complaint or grievance is filed according to the form prepared for this purpose.

**Settlement of the complaint:** The complaint or grievance shall be decided within a maximum period of 30 days from the date of filing the complaint.

The decision of the Sub-Committee shall come into force only from the date of its adoption by the competent authority in accordance with the rules and regulations. The decision shall be announced to the concerned parties and shall be subject to appeal within 15 days from the date of the announcement of the decision. The complaint shall be submitted to the Standing Committee of the University (Form B).

## Settlement of grievances and complaints

### Informal Settlement Method:

First, the student should try to solve his dispute amicably and informally at the earliest opportunity, and discuss this with the faculty member concerned. As soon as he is aware of the matter, and in the absence of a satisfactory solution between the student and the faculty member, the student should submit his grievance to the head of his department. If the dispute is not resolved, he or she shall submit a complaint and discuss it with the Dean. During these informal discussions, the department head or faculty dean, who is a faculty member, is supposed to be a mediator for conflict resolution. They are allowed to speak with the student or faculty member (one or both) individually or bilaterally, and to consider any evidence or documents that either party to the dispute wishes to provide. If the complaint is against either the head of the department or the dean of the college, then the discussion with those who are higher than the administrative rank.

Obligation of the student to resolve the dispute in the informal manner referred to is contrary to the regulations and there is a kind of pressure on the student or the student to waive his right guaranteed by the regulations and regulations in force in the Kingdom and guaranteed by religious law.

### Formal Settlement Method

The student must comply with his complaint with a number of procedures and controls, namely:

1. To submit his complaint to the headquarters of the sub-committee formed within his College, even if the complaint is against a faculty member assigned from another faculty to teach one or more subjects to the students of the faculty of the complaint.
2. The complaint must be filed within thirty days from the date of the occurrence of the incident in which the complaint took place, for example:  
- Declaration of the result of an assault test signed by the student by word or deed - Preventing the student from using one of his rights contained in the document of the rights and obligations of the university student .... .. - Etc.
3. The applicant may not file his complaint after thirty days from the date of the occurrence of the incident in question.

4. Fill in the complaint form and complete all the data contained therein with the necessary accuracy and clarity and the abbreviation that does not prejudice the content.
5. Submit the completed complaint form to the Secretary of the Committee and receive a receipt stating that the complaint has been submitted and recorded in the Committee's record (the receipt form).
6. Following up the student's complaint and what has been done for a period of thirty days starting from the date of submission of the complaint by reviewing and asking the Secretary of the Committee at the headquarters prepared for that.
7. In case the decision of the Sub-Committee on the subject of the complaint is not issued within the legal period of thirty days, the complainant may apply to the Standing Committee to consider and investigate the subject of his complaint on the form prepared for this purpose (the complaint form to the Standing Committee attached).
8. A member chosen by the student shall be appointed. If this is not possible, the Secretariat of the Standing Committee shall determine it to assist the student to defend himself before the Committee.
9. - The applicant may appeal the decision of the Sub-Committee in two cases:  
First case: A decision to save or reject the complaint.  
Second case: The issuance of a decision approved by the authorization does not fulfill the desire of the student or does not return to him the full rights claimed in his complaint.
10. Grievance shall be before the Standing Committee based in the Deanship of Student Affairs at the University Administration). For students and the Center for University Studies for girls at the university for female students within fifteen days starting from the date of signing the student science and review the decision of the Sub-Committee. The grievance shall be submitted to the student to fill in and complete the form prepared for this purpose at the headquarters of the Standing Committee.

## Review an example of student rights

The request for re-correction of test answer sheets is one of the most things requested by students by the end of each semester. Therefore the details for this right and the rest of the rights can be understood from the student manual.

### Request to re-correct the examination answer sheets

Item (39) of the Regulations for the Study and Examination of the Regulations of the Higher Education Council states:

The Council of the College which is teaching the course, in cases of necessity to agree to re-correct the answer sheets within a period not exceeding the beginning of the next semester tests. Qassim University has established an executive rule for this rule according to the following controls:

1. The student shall submit to the Dean of the College which submitted the course a request to re-correct the answer sheet within two weeks from the calculation of the cumulative averages according to the academic calendar or the announcement of the results, including the justification for the request for the correction.
2. The college prepares a form - which includes the following data: student name, university number, course number, symbol and name, division number, semester work grade, semester, grade point average, number of academic warnings if any, name of course instructor, and test date.
3. The Council of the College which is in charge of teaching reviews the case and takes the decision in the case of the application submitted by the student.
4. Re-correction must take place within two weeks of the beginning of the next semester.
5. In case of approval of the re-correction, the College Board shall form a committee to re-correct the answer papers.



## College Procedures

Through this executive rule, colleges can perform the following procedures when students apply for re-correction:

1. A student who has an objection to the final test score shall submit a request to re-correct his / her answer papers within two weeks from the date of the announcement of the final test result. The application shall be submitted to the department teaching the course, the application shall be entered into the academic system and shall be given notice thereof (the attached form of the request for re-correction shall be used).
2. The head of the department informs the student of his answer sheet and compares it with the key answers to the test.
3. In case the student is not convinced of the accuracy of the test correction, the head of the department forms a committee consisting of two faculty members in the department, not including the course instructor. The committee shall submit a report to the head of the department to decide whether to amend the student's grade or to reject the application.
4. In case the student is not convinced, the student may appeal to the College Board against this decision for two weeks from the date of notification. The grievance shall be formally presented to the Dean of the College, including the reasons and justifications for submitting it, and an undertaking from the student to the validity of the information provided. A statement from the Deanship of Admission and Registration of applications for re-correction previously submitted by the student, if any, and the decisions taken therein.
5. In case the College Council is not convinced of the seriousness and adequacy of the reasons for the grievance, it shall issue a reasoned decision to preserve it.
6. In the event that the College Council approves the correction, it shall form a committee of at least three faculty members, one of whom shall be from outside the department. The committee submit its report to the Council within fifteen days from the date of its decision. It shall be submitted to the Board for decision at the next first sitting.
7. The councils of colleges may add what they see without exceeding rule 39 of the list of study and tests of the regulation of the Higher Education Council and its executive base from Qassim University.

## Appendix: Forms of Students Grievances and Complaints

Also available at [www.qu.edu.sa](http://www.qu.edu.sa)

الرقم :  
التاريخ :  
المرفقات :



المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
مكتب معالي مدير الجامعة  
اللجنة الدائمة لحقوق الطلابية

نموذج تظلم إلى اللجنة الدائمة

بتاريخ / / 14 هـ

من الطالب / الطالبة : ..... بكلية : .....

الرقم الجامعي : ..... رقم الجوال / .....

ضد المتظلم منه : ..... وظيفته : ..... جهته : .....

العرض :

عرض ابتدائي

عرض استئنافي

تقدمت إلى اللجنة الفرعية بكلية ..... بتاريخ / / 14 هـ رقم الإيصال ( )

بشأن.....

..... وصادر بتاريخ / / 14 هـ قرار اللجنة الفرعية بـ

.....

أسباب التظلم وإثباتاته : .

تعهد

أتعهد أنا الطالب / ..... بأن كافة البيانات الواردة بهذا التظلم صحيحة وعلى مسؤوليتي الشخصية وأنه لا يقصد بها الكيد أو النيل من سمعة المتظلم منه ، وأنه في حالة ثبوت عكس ذلك فإنني ساكون معرضاً للتأديب وفق ما جاء في لائحة تأديب الطلاب بالجامعة .

الطالب / الطالبة

..... / الاسم

تحريراً في / / 14 هـ

..... / التوقيع

نموذج رقم ( 1 )

الرقم :  
التاريخ :  
المرفقات :



المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية

اللجنة الفرعية لحقوق الطالبة

نموذج تظلم إلى اللجنة الفرعية لحقوق الطالبة بكلية.....

من الطالب / الطالبة : ..... بتاريخ / / 14 هـ  
الرقم الجامعي : ..... رقم الجـوال /  
ضد المتظلم منه : ..... وظيفته : ..... جهته :  
العرض :  
.....  
.....  
.....  
.....

تاريخ حدوث الواقعة محل التظلم : / / 14 هـ .  
ملخص موضوع التظلم :

الإثباتات :

تعهد  
أتعهد أنا الطالب / ..... بأن كافة البيانات الواردة بهذا التظلم صحيحة وعلى  
مسئوليتي الشخصية وأنه لا يقصد بها الكيد أو النيل من سمعة المتظلم منه ، وأنه في حالة ثبوت عكس ذلك  
فإنني ساكون معرضاً للتأديب وفق ما جاء في لائحة تأديب الطلاب بالجامعة.

الطالب / الطالبة

الاسم / .....

تحريراً في / / 14 هـ

التوقيع.....

نموذج رقم ( 2 )

الرقم :  
التاريخ :  
المرفقات :



المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
مكتب معالي مدير الجامعة  
اللجنة الدائمة لحقوق الطلابية

إيصال استلام

استلمت أنا : ..... بتاريخ / / 14 هـ

سكرتير / سكرتيرة اللجنة : .....  
تظلم مقدم من الطالب / الطالبة : .....

من كلية / معهد : ..... الرقم الجامعي : .....

وقيد التظلم برقم ( )  
المرفقات :

- 1.
- 2.
- 3.
- 4.
- 5.

المستلم

الاسم : .....  
التوقيع : .....

نموذج رقم (3)

الرقم :  
التاريخ :  
المرفقات :



المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية

اللجنة الفرعية للحقوق الطلابية

إيصال استلام

استلمت أنا : ..... بتاريخ / / 14 هـ

سكرتير / سكرتيرة اللجنة : .....  
تظلم مقدم من الطالب / الطالبة : .....

من كلية / معهد : ..... الرقم الجامعي : .....

وقيد التظلم برقم ( )  
المرفقات :

- 1.
- 2.
- 3.
- 4.
- 5.

المستلم

الاسم : .....  
التوقيع : .....

\*تنبيه : يحق للطالب تقديم التظلم إلى اللجنة الدائمة للحقوق الطلابية بالجامعة بعد مرور (15) يوماً من تقديمه إلى اللجنة الفرعية بالكلية إذا لم يصدر قرار في تظلمه خلال تلك المدة.

نموذج رقم (4)

الرقم :  
التاريخ :  
المرفقات :



المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية

.....  
اللجنة الفرعية للحقوق الطلابية

إيصال استلام قرار اللجنة الفرعية للحقوق الطلابية

استلمت أنا الطالب / الطالبة:.....الرقم الجامعي  
الفرعية رقم وتاريخ // 14 هـ بشأن التظلم المرفوعة مني ضد  
القرار الصادر من اللجنة بتاريخ / / 14 هـ

سكرتير / سكرتيرة اللجنة :  
الاسم:-  
التاريخ:

وقيد بالقرار برقم ( )  
المرفقات :

- 1.
- 2.
- 3.
- 4.
- 5.

المستلم

الاسم : .....

التوقيع : .....

تنبيه : يحق للطالب التقدم إلى اللجنة الدائمة للحقوق الطلابية بالجامعة لتظلم من قرار اللجنة الفرعية وذلك خلال (15) يوما من استلامه القرار.

نموذج رقم (5)









VISION رؤية  
2030  
المملكة العربية السعودية  
KINGDOM OF SAUDI ARABIA

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