

# Grievances & Complaints

## Manual



2022/1443

Prepared by

**Quality Assurance, Information & Documentation Unit**

College Council Approval (14<sup>th</sup> Session 21-22, 06/06/2022, Decision #10/14/36/43\_44)

سُبْحَانَ اللَّهِ الْعَظِيمِ

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## *College of Dentistry*

College of Dentistry, Qassim University is one of the modern colleges among Saudi Arabia. The Royal Decree to establish the college was issued on 18 / 1 / 1426 Hijri. The college had received its first batch of students starting from the academic year 1428-1429 Hijri.

### *Introduction*

College of Dentistry is proud to present an updated and enhanced Grievances and Complaints Manual.

This manual has been prepared with the guidance of the Deanship of Development and Quality manuals for students and faculty members.

The current Grievances and Complaints Manual is also prepared in accordance to the instructions of the National Center for Academic Accreditation and Evaluation.

We ask God that this manual acts as a guide for both students and faculty members, answers their inquiries and informs them of their rights and duties and encouraged them to be effective parts in the BDS Program.

## *Student Grievances and Complaints*

Student grievances and complaints procedures are specified in regulations, published, and are widely known within the institution. The regulations are clear and the grounds on which academic appeals are based, the criteria for decisions, and the remedies available.

Appeal and grievance procedures protect against time wasting on trivial issues, but still provide adequate opportunity for matters of concern to students to be fairly dealt with and supported by student counseling provisions.

Appeal and grievance procedures guarantee impartial consideration by persons or committees independent of the parties involved in the issue, or who made a decision or imposed a penalty that is being appealed against.

Procedures ensure that students are protected against subsequent punitive action or discrimination following consideration of a grievance or appeal.

Appropriate policies and procedures are in place to deal with academic misconduct, including plagiarism and other forms of cheating.

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.

College of Dentistry 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 Sub-Committee has been established in the College in which it is concerned with receiving complaint and grievances from students (Form 2) 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.

## ***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 is held on an ongoing basis to carry out administrative and technical tasks, and it is concerned with examining and investigating grievances received by it within a maximum date of (15 days) from the date of receiving the grievance.

1. Student grievances referred by the University Director.
2. Student grievances that the sub-committees have not decided within the legal period.
3. Students' grievances against the decisions issued by the sub-committees.
4. Student grievances that the sub-committees deem to be referred to the Standing Committee for one of the reasons for stepping down or lacking jurisdiction.

The Standing Committee also discusses complaints and grievances referred to it by the Rector of the University

Complaints or grievances in privacy, confidentiality and exceptional circumstances. The Standing Committee has the right to issue its recommendation to refer the complaining student to a disciplinary committee in the event that his complaint is proven to be malicious, and he shall be punished according to 'niversity regulations.

These recommendations are presented to His Excellency the Rector of the University for adoption or for taking the appropriate decision

The University presents the decision to the University Council for approval, in the cases legally stipulated in this regard. The decision of the University Director or the University Council is final and not subject to grievance, and the concerned parties are notified of the decision.

## ***Second: College of Dentistry Sub-Committee***

### **Members of the sub-committee:**

The sub-committee is established at the headquarters of the College of Dentistry, and it is established by a decision issued each academic year by the College Council. It consists of three faculty members, provided that one of them does not occupy an administrative position in the college, and a similar committee is formed in the female section.

### **The work of the sub-committee:**

It is concerned with receiving complaints and grievances submitted by students (Form 2) regarding any academic problems, even if the complaint is against a faculty member, and the complaint or grievance is submitted according to the form prepared for this purpose.

### **Complaint Resolution:**

The complaint or grievance is decided within a maximum period of 15 days from the date of submitting the complaint. The decision issued by the sub-committee becomes effective only from the date of its approval by the competent authority, in accordance with the rules and regulations. The decision is announced to the stakeholders and is subject to the grievance within 15 days from the date of announcing the decision, and the grievance is in front of the Standing Committee at the University (Form 1).

## ***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 submits a complaint and discusses it with the Dean. During these informal discussions, the Head of the department or the Dean, is supposed to be a mediator for conflict resolution. They are allowed to speak with the student or faculty member (one or both)



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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. Submit his complaint to the sub- committee formed within the College, even if the complaint is against a faculty member assigned from another faculty to teach one or more subjects to him.
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:
  - Announcement of test result
  - An assault on 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 student may not file his complaint after thirty days from the date of the occurrence of the incident in question. He may also not submit more than one complaint about the same incident.
4. The student fill out the form prepared for the complaint and complete all the data contained therein with the necessary accuracy and clarity and in a short manner that does not prejudice the content.
5. The student has to submit his completed complaint form to the committee's secretary and receive from him a receipt stating that he has delivered the complaint and registered it in the committee's record. (Form 3 & 4).
6. The student follows up on his complaint and what was done in it for a period of thirty days starting from the date of submitting the complaint by reviewing and asking the Secretary of the Committee.
7. In the event that the college subcommittee does not issue a decision on the subject of the complaint within the legal period specified for thirty days, the student may submit to the Standing Committee a request to consider and investigate the subject of his complaint, on the form prepared for this purpose (Form 1).
8. A member is appointed by the student, and if this is not possible, the Standing Committee secretariat determines the member to assist the student to defend himself before the committee.
9. The student may appeal the decision issued by the college sub-committee in two cases:  
First case: Issuance of a decision to save or reject the complaint.



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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. The student' grievance has to be in front of the Standing Committee based in the Deanship of Student Affairs at the University Administration for male 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 with knowledge and reviewing the decision issued by the College sub-committee. The grievance is submitted by the student filling out and completing the form prepared for this at the headquarters of the Standing Committee, and the Secretary of this Committee shall hand him a receipt stating that the grievance has been received from him.

## Re-correction of the examination answer sheets

The request for re-correction of exam answer sheets is one of the most things requested by students by the end of each semester.

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

The thirty-ninth article of the study and exams regulations from the regulations of the Higher Education Council states: The college council that teaches the course, in cases of necessity, agree to re-mark the answer sheets within a period not exceeding the beginning of the exams for the next semester.

Qassim University has set an executive rule for this subject, and through this executive rule, the College of Dentistry can take the following procedures when students apply for re-marking:

1. The student who has an objection to the final exam score applies for re-correction of his answer sheets within two weeks from the date of announcing the result of the final exam in question. The request is submitted to the department that teaches the course, and his request is entered into the academic system and a notification is given to him (use the attached re-correction request form).
2. The Head of the department informs the student of his answer sheet and compares it with the standard answer for the exam, and when the student is convinced of the correctness of the correction, he signs his request with a waiver, and the request is saved after the Head of the department signs it.
3. If the student is not convinced of the correctness of the correction, the Head of the department forms a committee of two faculty members in the department, not including the course instructor, and submits its report to the Head of the department for his decision to amend the student's grade or reject the request, and the student is informed of the decision.

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4. If the student is not convinced, the student may appeal to the College Council about this decision two weeks from the date of his notification, and submit the grievance formally to the Dean of the College, including the reasons and justifications for his submission and a pledge from the student that the information he provided is correct, a statement from the Deanship of Admission and Registration of requests for re-correction previously submitted by the student If any, and the decisions taken therein.
5. In the event that the College Council is not convinced of the seriousness and adequacy of the reasons for the grievance, it issues a reasoned decision to save it.
6. In the event the College Council agrees to re-correction, a committee of at least three faculty members is formed, one of whom is from outside the department and not among them is the course instructor to re-correct the answer sheet. The Council decides on it in the first following session, and the Council's decision is final by approving the minutes of the session.
7. The College Councils may add what they see fit without exceeding Article thirty-nine of the study and examination regulations from the regulations of the Higher Education Council and the executive rule for it from Qassim University.

### *Student Violations That Deserve Discipline*

1. Every statement or action that harms honor and dignity, or violates good conduct, behavior and integrity in religion and morals inside and outside the University.
2. The premeditated refrain from attending lectures, lessons, or other work in the College that the regulations require attendance at.
3. Any cheating in the exam, or attempting to cheat in it, or attempting to cheat, or taking anything related to the course even if he did not benefit from it.
4. Abuse of College premises and its annexes.
5. Every organization of associations within the College without a previous license from the competent authorities in the University.
6. Every breach of the exam system, or of the required calm, by causing noise and other things.
7. Issuing or distributing pamphlets, or collecting funds or signatures before obtaining a license from the competent authorities in the University.
8. The student entering the exam instead of someone else, or the entry of someone else instead of him, whether inside or outside the College.
9. Smoking inside the University or not maintaining cleanliness.
10. Deviating from the etiquette of decency in dealings with colleagues, employees, faculty members, or workers of existing companies working within the University, or transgressing them by word or deed.

### **Disciplinary penalties for students**

1. Warning in writing
2. Alert
3. Depriving the student from enjoying some or all of the University's student benefits.
4. Denial of registration in one or more courses for one or more semesters.
5. Cancel the student's registration for a semester and consider him failing in the courses he registered.
6. Cancellation of the student's exam in one or more courses and considering it as a failure in the course or courses that have been canceled.
7. Depriving the student of entering the exam in one or more courses.
8. Dismissal from the University for one semester or more.
9. Final dismissal from the University.

In all cases, the student has to bear the value of what he damaged in addition to the cost of repair or installation and the consequences thereof. The student may not claim that he is not aware of the University's rules and regulations and the instructions issued by it.

## *Faculty Complaints and Grievances*

As Qassim University believes in the basic and effective role of a faculty member in the educational process system, the University is keen to reach the maximum levels of their satisfaction, achieve justice and transparency, and consolidate the principles of Quality, the most important of which is working to increase the Quality of services provided to internal service recipients (faculty members, staff, administrators, and leaders) due to their importance in the University's outputs in the axes of education, research, and community services, this can only be achieved by working to solve any problems that faculty members may face. Therefore, the University administration has formed a committee to consider complaints and grievances of University employees, including faculty members, as well as forming a committee to complain about the decisions of the Scientific Council for promotion and other things. Since the College of Dentistry is an integral part of the Qassim University system, the College follows the University in the policy of resolving complaints and grievances for faculty members.

## *The Role of Department and College Councils*

According to the traditions and norms of the Universities, it is preferable to solve the problems, and manage the work through the discussion and suggesting the suitable solutions for the problems facing the faculty during the meetings of the scientific department councils and the College/Supporting Deanships Councils. This is performed in an atmosphere of the one family feeling which is one of the character of the University staff and the academic work. In case of inaccessibility to a satisfactory solution through the Councils, the faculty member has all the freedom to complain or raise his grievance against any administrative or academic decisions using a mechanism prescribed by the University.

## *Complaints and Grievances Committee*

A Standing Committee has been formed according to the University Rector decision number 73006 dated 28/11/1440 AH for investigating the grievances in the University.

Among its tasks is investigating the complaints of all employees including the faculty members.

### **Tasks and Responsibilities of the Committee:**

1. Addressing problems facing employees, including faculty members.

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2. Deciding appropriate recommendations to solve the causes of the complaints and grievances.
3. Following up the received complaints and grievances from the different sources.
4. Ascertaining the reasons for complaints and grievances with impartiality and objectivity.
5. Maintaining the confidentiality of information in a way that ensures the proper conduct of the complaint review procedures and preserving the privacy of the complainant and the safety of the committee members.
6. Documenting complaints and grievances.
7. Referring complaints and grievances of a criminal or penal nature to the competent authorities.
8. Follow up the continuous improvement of the methods of handling complaints and grievances.

### **Steps of Grievance against Decisions of the Scientific Committees**

According to the rules and work system of the scientific committees in its twelfth session (2016-2019)

Article (31): Method of submitting a grievance against the results of examining the applicants' papers

1. The aggrieved from the non-promotion decision of the Scientific Committee has to directly submit a petition to the Vice-Rector of the University for Higher Studies and Researches, Head of Complaints and Grievance Committee in the University, explaining the reasons for the grievance, accompanied by all documents that support his petition.
2. The Vice-Rector of the University for Higher Studies and Research refers the grievances that prove their seriousness to the Secretary of the Higher Council of Universities.
3. The Secretary presents the universities' grievances which show seriousness to the "High Committee", that studies them and has the right to:
  - Conserve the grievance after making sure that the complaints has no right.
  - Forward the grievance to the "Specialized Committee" to state the scientific opinion.
  - Address the scientific committees with any comments or reservations.
  - Ask a member from the "Specialized Committee" to attend the meeting seeking for his opinion.
  - Take decisions for the grievances which proved its seriousness, and take actions regarding them.
  - Present the matter to the High Council of Universities to form a 5-member committee for investigation and evaluation.

## *Administrative Grievance*

The Board of Grievances considers cases in which the Department is a party, but some of these cases may require, before filing to the Board of Grievances, certain procedures, including the administrative grievance.

An administrative grievance is a procedure prior to filing an administrative lawsuit, and it means that the plaintiff has resorted to the defendant's administrative authority, expressing his requests and objections. This grievance may be mandatory in some cases and optional in other cases, and the cases in which the grievance is mandatory to accept the case are:

1. Employment rights lawsuits: These are lawsuits in which employees or retirees claim rights stipulated by law.
2. Claims to cancel administrative decisions that affect the positions of individuals.

In the aforementioned two types, if an individual submits an administrative claim to the Board of Grievances before submitting a grievance complaint to the management, it is not going to be accepted. In other cases (such as administrative contract claims, and administrative liability claims), submitting a grievance complaint to the management is optional, not compulsory. The person may turn to the management for grievance complaint, or he can go to court right away. The benefit for seeking grievance, is that the process could be faster and the issue could get resolved quicker. It also saves time and effort for the management and the complainer. In addition to that the management can respond to the complaint in a positive way and the benefits required from the complaint could get achieved. The complaint has to be submitted within a specific period and if the complainer missed this period he would not still hold the right to file a complaint. Therefore, the person that has a complaint must pay attention to this period, and the duration varies according to administrative cases. If an appeal is made against an administrative decision, it must be filed within 60 days from the date of him/her being aware of this decision. Missing the period means that the administrative decision holds and is protected. It also results in the failure to accept the administrative case if it is filed in court. Because submitting a grievance complaint is obligatory in cases of cancellation of administrative decisions as mentioned earlier. However, if the grievance is on a subject related to work related rights, the period specified shall be ten years from the date of the right to be asked for by the administration. Complaints related to civil rights are filed with the Ministry of Civil Service.



## *Conditions of Administrative Grievance Complaints*

In order for the administrative grievance complaint to have legal effect, the following legal conditions must be met:

1. The grievance must focus on a specific decision, and this necessitates that the grievance be later than the issuance of the decision, and therefore it is not permissible to file a grievance against the preliminary procedures for the decision, such as a warning prior to the issuance of the decision.
2. The grievance must be submitted by the person concerned, i.e. the legal person to whom the decision affected his legal status, or his legal representative, such as his lawyer. The rule is that no one benefits from the grievance except its owner, and therefore it is not permissible to rely on grievances submitted by others, even if they are focused on the same subject to say that the grievance is produced for its legal effect.
3. The grievance must be submitted to the administrative body that issued the decision, or to its governing bodies, and therefore if it is submitted to other than these bodies, it does not produce its legal effect, and the reason for that is clear, as the grievance is submitted to the body that issued the decision or to its governing bodies; because these two bodies have jurisdiction over the decision, and therefore they can withdraw or cancel it. As for the non-competent authority, it has nothing about decisions that it did not issue, and it has no jurisdiction over them. However, this is not an absolute rule, as the Egyptian administrative judiciary has recognized the legal effects of the grievance, even if it is submitted to someone other than the authority that issued it; in the event that the competent authority that issued the decision originally became aware of it, and that is if the grievance reached a non-competent authority, and referred it to the authority concerned with it within the legal time for submission.
4. The grievance must aim to obtain from the complained party an administrative decision that can be appealed by way of cancellation, and then the decision must be decisive in determining its goal, whether to withdraw the decision, cancel it or modify it. If the intent of the grievance is to obtain an interview with the complainant, or its purpose is to obtain the opinion of the administration, or merely to protest; the application submitted to the administration does not produce legal effect.
5. The grievance must be submitted within the original deadline for appealing the cancellation (sixty days from the date of the concerned person's knowledge) because the passage of this date would lead to the impossibility of violating the decision by the administration and the judiciary alike, and therefore no grievance will work. The lesson in this field is not the date of filing the grievance, but on the date of its arrival to the relevant authority, so it is not sufficient for the complainant to prove that he sent his grievance on the date specified by law. Rather,



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he must prove that this grievance sent on time has reached the relevant authority, and within the specified date for filing an annulment lawsuit.

6. The grievance is required to be feasible, i.e. it can end with a result in the interests of the complainant; that the aggrieved party withdraws, amends or cancels the decision subject of the grievance, and this assumes logically and legally that the aggrieved administration has such authority, otherwise there is no need to file a grievance.
7. The grievance does not require a specific form. It may be obtained by a petition submitted by the person concerned and deposited in the administration office. It can also be a warning by a reporter, or by a secured postal letter, or by a letter through the notary clerk ... etc.; all of this is unless there is a special text that establishes specific formal conditions for filing a complaint. In general, the omission of the signature on the grievance does not affect the legal existence of the grievance, or if it is free from affixing a stamp to it, as it is sufficient for the grievance to be submitted within the hearing and sight of the administration in order to have its legal effect.

### *Proof of administrative grievance:*

The complainant has to prove that the grievance has been submitted, and then the plaintiff's statement is not considered: that he is grieved within the legal time, as long as he is ignorant of the date of his grievance, and he cannot guide him or provide evidence of it. This is especially the submission of the grievance complaints book.

# Appendices



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الرقم :  
التاريخ :  
المرفقات :

Qassim University جامعة القصيم

المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية

اللجنة الفرعية للحقوق الطلابية


نموذج تظلم إلى اللجنة الفرعية للحقوق الطلابية بكلية .....

من الطالب / الطالبة : ..... بتاريخ / / 14 هـ  
الرقم الجامعي : ..... رقم الجوال /  
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 سأكون معرضاً للتأديب وفق ما جاء في لائحة تأديب الطلاب بالجامعة.  
الطالب / الطالبة  
تحريراً في / / 14 هـ الاسم / .....  
التوقيع.....

نموذج رقم ( 2 )

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الرقم : التاريخ : المرفقات :		المملكة العربية السعودية وزارة التعليم جامعة القصيم مكتب معالي مدير الجامعة اللجنة الدائمة لحقوق الطلاب
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)		

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المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية  
اللجنة الفرعية للحقوق الطلابية

الرقم :  
التاريخ :  
المرفقات :

Qassim University  
جامعة القصيم

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)

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المملكة العربية السعودية  
وزارة التعليم  
جامعة القصيم  
كلية طب الأسنان

الرقم :  
التاريخ :  
المرفقات :

Qassim University  
جامعة القصيم

اللجنة الفرعية للحقوق الطلابية

إبصال استلام قرار اللجنة الفرعية للحقوق الطلابية

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



### جامعة القصيم

المملكة العربية السعودية – القصيم – بريدة  
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