

Policy Title	Policy for Student Academic and Non-Academic Grievances
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Policy for Student Academic and Non-Academic Grievances

1. Policy Title

Policy for Student Academic and Non-Academic Grievances

2. Definitions

- **QUCD:** Qassim University, College of Dentistry
- **BDS:** Bachelor of Dental Surgery
- **CGSEC:** Complaints, Grievances and Students' Excuses Committee
- **Students:** They, being either male or female, are those enrolled in the College of Dentistry

- **College staff members:** This term refers to all individuals employed by the College of Dentistry, including but not limited to faculty members, administrators, and support staff
- **Academic Grievance:** A complaint related to academic matters, including but not limited to grading, assessment, course content, or academic progression
- **Non-Academic Grievance:** A complaint related to non-academic matters, including but not limited to administrative procedures, student services, facilities, or conduct of staff
- **Exam Grievance:** A complaint filed by the student expressing his discontent with the result of a particular exam, in which he requests that the answer sheets be re-corrected

3. Purpose

The Policy for Student Academic and Non-Academic Grievances aims to provide a fair, transparent, and accessible process for students to raise concerns and seek resolution to problems they encounter during their educational experience at the College of Dentistry, Qassim University. This policy ensures that student grievances are addressed in a timely, impartial, and consistent manner, promoting a positive learning environment and maintaining educational standards.

Students may find their final exam results surprising and they expect them different based on their viewpoints of the exam and their own answers to the extent that they may fail the subject or have their cumulative average negatively affected thereby. The College of Dentistry has made this Document to overcome the difficulties facing the students, out of its well-established belief that that will contribute strongly to the promotion of the educational process in the College.

The main objective of this policy is to organize and describe all elements of the student grievance process regarding both academic and non-academic matters, including the re-correcting of answer sheets augmenting the established policy of Exam Appeal Policy of Exam Control and E-exam unit.

4. Policy Statement

The administration and faculty of the College of Dentistry, Qassim University, believe that it is imperative to provide students with appropriate support whenever needed. Issues regarding academic performance, student complaints, and appeals are managed for the benefit of the student.

Every student in the College of Dentistry has the right to complain and request a re-correction of an answer sheet for any exam in which he truly believes that there is something wrong either in the correction or monitoring process. According to regulations, the Vice Dean for Student Affairs has full authority to accept or reject the grievance according to the applicable terms and conditions.

The Complaints, Grievances and Students' Excuses Committee (CGSEC) is responsible for managing the procedures relating to the following areas:

1. Student Complaints (Academic and Non-Academic)
2. Academic Appeals relating to decisions of exams and appeal

5. Procedures

A. Academic Grievances

I. General Academic Grievance Process

1. Filing a Grievance

- Academic grievances should be submitted using the designated Academic Grievance Form (Form No. CGSECF01).
- The grievance must include:
 - Student's name, ID number, and contact information
 - Course code and title (if applicable)
 - Instructor name (if applicable)
 - Description of the grievance and supporting evidence
 - Desired outcome or resolution

2. Before Grievance Processing

- **Initial Discussion with Course Organizer**
 - Students must first discuss their academic grievance with the relevant Course organizer.
 - This discussion should take place within 15 working days of the incident or grade posting.
 - The Course Director should respond to the student's concern within 5 working days.
- **Escalation to Head of the Department (Only for Clinical courses)**
 - If the grievance is not resolved at the Course organizer level, the student must then discuss the matter with the Head of the Department.
 - The head of the department should review the case and respond within 10 working days.
 - The Head of the Department may arrange a meeting with both the student and the Course organizer to facilitate resolution.

3. Formal Grievance Processing

- If the grievance remains unresolved at the course organizer and/or departmental level, the student should submit a formal written grievance to the CGSEC.
- The submission must include documentation of previous attempts to resolve the issue.
- The CGSEC will review the complaint and examine all relevant evidence, which may include:
 - Course materials and syllabi.
 - Assessment tools and criteria.
 - Student work and performance records.
 - Statements from relevant faculty and staff.

and forward it to the Vice Dean for students Affairs. The Vice Dean for students Affairs will share their decision with the student and the CGSEC.

4. Notification of Decision

- The student will be notified of the decision in writing within 5 working days.
- The notification will include:
 - Summary of the grievance.
 - Findings of fact.
 - Decision and rationale.
 - Any corrective actions to be taken

5. Implementation of Decision

- Any changes resulting from the decision (e.g., grade modifications) will be implemented promptly.
- The Course organizer will be notified of the outcome.

All academic grievances must be submitted and resolved according to announced deadlines each semester.

II. Exam Answer Sheet Re-Correction Process

Please refer to Exam Appeal Policy (ECEUP02) and procedures manual under Exam Control and E-exam unit policies. Students seeking exam re-correction must use Form No. ECUF02 specifically designed for this purpose.

B. Non-Academic Grievances

1. Filing a Grievance

- Non-academic grievances should be submitted in writing to the CGSEC using the designated Non-Academic Grievance Form (Form No. CGSECF01).
- The grievance must be filed within 5 working days of the incident.
- The grievance must include:
 - Student's name, ID number, and contact information.
 - Date, time, and location of the incident.
 - Description of the grievance and supporting evidence.
 - Names of witnesses, if applicable.
 - Description of any previous attempts to resolve the issue.
 - Desired outcome or resolution.

2. Initial Review

- The CGSEC Chair will review the grievance within 5 working days to determine if it falls within the scope of this policy.

- If the grievance is deemed outside the scope of this policy, the student will be notified in writing with an explanation and, if appropriate, directed to alternative resources.
- If the grievance was between 2 or more students, it will be directed to the Student Conduct and Discipline Committee.
- If the grievance is accepted for review, the Chair will notify the respondent(s) within 3 working days, providing a copy of the grievance and requesting a written response within 5 working days.

3. Investigation

- The CGSEC will conduct a thorough investigation, which may include:
 - Reviewing relevant documents and evidence.
 - Interviewing the grievant, respondent, and witnesses.
 - Consulting with appropriate administrators or faculty.
- The investigation should be completed within 15 working days after receiving the respondent's written response.
- In complex cases, the investigation period may be extended by the CGSEC Chair, with written notification to all parties.

4. Committee Decision

- After completing the investigation, the CGSEC will deliberate and make a decision by majority vote.
- The decision, including findings and recommendations, will be documented in a written report.

5. Notification of Decision

- The CGSEC will notify the respondent of the decision in writing.
- The notification will include:
 - Summary of the grievance.

- Findings of fact.
- Decision and rationale.
- Corrective actions, if any.
- Appeal process information.

C- Appeal Process

- If either the grievant or respondent disagrees with the decision, they may appeal to the Dean of the College of Dentistry within 10 working days of receiving the decision.
- The appeal must be in writing and must specify:
 - Grounds for appeal (procedural error, new evidence, or inappropriate penalty).
 - Supporting evidence or documentation.
- The Dean will review the appeal and all documentation related to the grievance and may:
 - Uphold the original decision.
 - Modify the decision.
 - Overturn the decision.
 - Return the matter to the CGSEC for further investigation.
- The Dean will issue a written decision within 15 working days of receiving the appeal.
- The Dean's decision is final for matters within the College's jurisdiction.

6. Scope

- Vice Dean for Students' Affairs

- Complaints, Grievances and Students' Excuses Committee
- Head of the Department
- Course Organizers/Coordinators
- College Dean
- Exam Control and Monitoring Unit
- Students

7. Roles/Responsibilities

A. Vice Dean for students' Affairs

- Reviews and makes final decisions on academic grievances (excluding exam re-correction).
- Oversees the implementation of the academic grievance policy.
- Ensures that all academic departments adhere to the policy.
- Reviews and makes initial decisions on exam re-correction requests.
- Reviews and makes final decisions on non-academic grievances.
- Forms revision committees for exam re-correction.
- Presents revision committee reports to the College Council.
- Notifies students of grievance decisions.
- Coordinates with relevant units for result modifications.
- Ensures that the policy is accessible to all students.
- Monitors the effectiveness of the grievance process.

B. Complaints, Grievances and Students' Excuses Committee (CGSEC)

- Receives and processes student grievances and appeals.
- Reviews grievances and makes recommendations.
- Maintains records of all grievances and their resolutions.

- Reviews and proposes updates to the grievance policy.

C. Head of the Department

- Attempt to resolve disputes at the departmental level.
- Recommend members for revision committees.
- Implement corrective actions as needed.
- Support the grievance process by providing necessary information.

D. Course Organizers/Coordinators

- Address student concerns at the course level.
- Make decisions regarding incomplete grades.
- Coordinate make-up examinations.
- Provide input on failing grade remediation.
- Participate in revision committees for exam re-correction.

F. College Dean

- Receiving and reviewing written appeals from either the grievant or respondent who disagrees with the CGSEC's decision
- Reviewing all documentation related to the grievance
- Making a final decision on the appeal, which may include:
 - Upholding the original decision
 - Modifying the decision
 - Overturning the decision
 - Returning the matter to the CGSEC for further investigation
- Providing the final ruling on matters within the College's jurisdiction

G. Exam Control and Monitoring Unit

- Participates in revision committees.
- Implements grade modifications as directed.
- Maintains exam records and security.

H. Students

- Follow the prescribed procedures for submitting grievances.
- Provide accurate and complete information.
- Attempt to resolve issues at the lowest appropriate level.
- Adhere to deadlines for submitting grievances and appeals.

8. Relevant Documents

- "Policy and Guidelines for Student Code of Conduct" and "Qassim University Student Disciplinary By-laws"
- "Exam Appeal Policy" - Policies and procedures manual - Exam Control and E-exam unit section.

Student Grievance Process

Qassim University, College of Dentistry

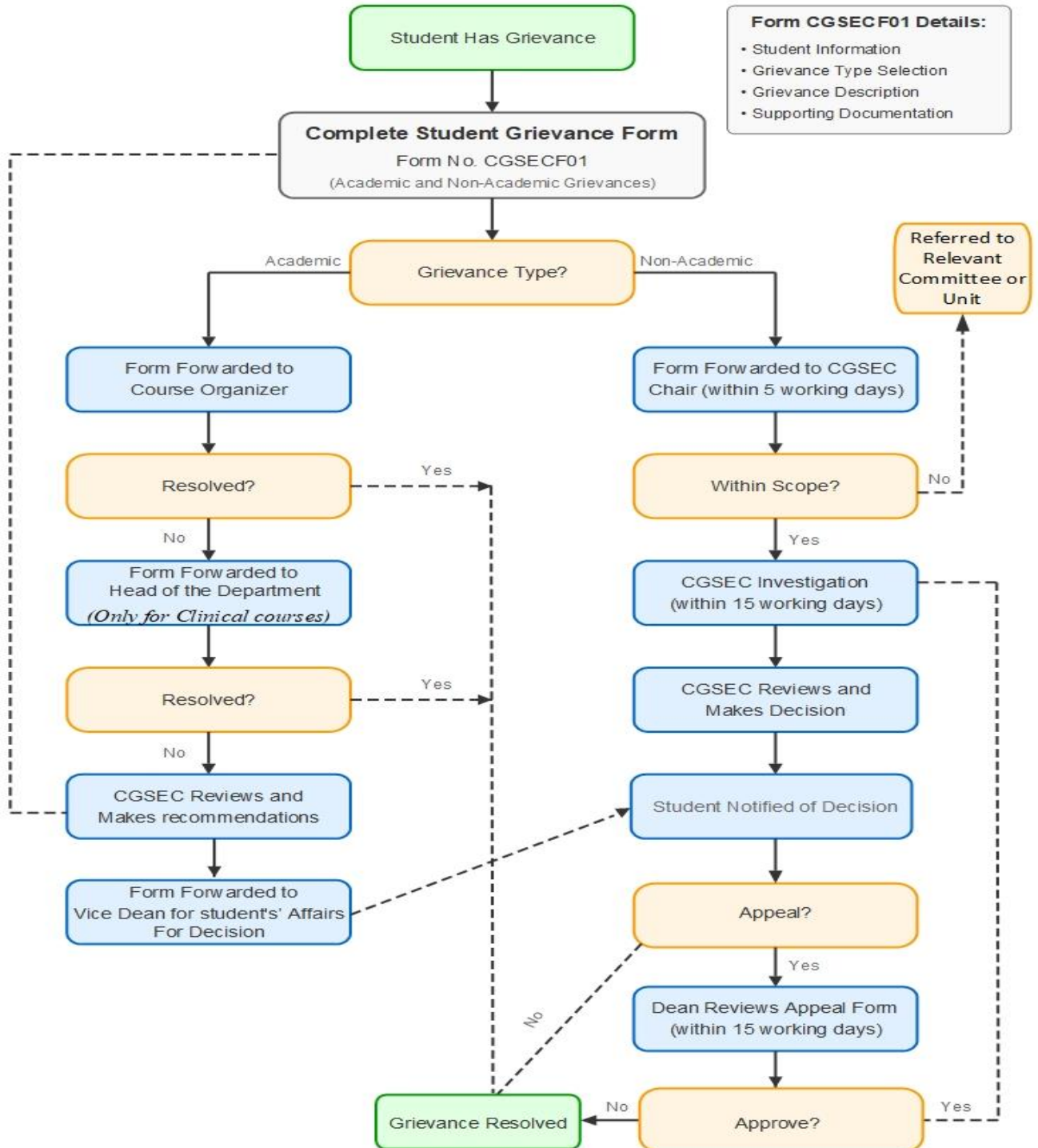


Figure 1: Flowchart of Student Grievance Process