

Prince Sattam bin Abdulaziz University

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جامعة الأمير  
سattam بن عبدالعزيز  
PRINCE SATTAM BIN ABDULAZIZ UNIVERSITY



جامعة الأمير سattam بن عبدالعزيز

كلية هندسة وعلوم الحاسب

قسم هندسة الحاسب

# Student Grievances and Complaints Manual



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## 1. Introduction

This manual has been abstracted from a general framework, documented by the Deanship of Students Affairs at Prince Sattam bin Abdulaziz University, for determining the rights and obligations of both parties (students and the university) and expressing the mutual understanding between the university and its students regarding the rights guaranteed to them by the university regulations and the obligations they must respect.

Firstly, the manual starts with the aim to inform students about their academic and service rights provided by the university, according to its capabilities, how to obtain these rights and the concerned authority, and it also aims to inform them about their obligations towards the university, in the interest of the university on the quality of academic work and the related close relationship between the student on the one hand and the university faculty, administrations and units on the other hand, and what should be the case of that relationship in terms of transparency and clarity.

Secondly, the manual focuses on its primary objective by providing details on student grievances and complaints, which include: the formation of the standing committee for student rights, tasks of the committee, objectives of the committee, rejection of the complaint and grievance, malicious complaint, the statutory periods for submitting the complaint and deciding on it from the date of the incident, rules and/or controls for filing a complaint before the committee, the objection and the right of defense of the defendant, duration of appeal and grievance against the standing committee's decision, and meetings of the standing committee.

## 2. University Student Rights

### 2.1 Academic Rights

The rights of the university student in the academic field include the following:

1. The right of the student to be provided with the appropriate study environment, to achieve better understanding and study easily, by providing all available educational possibilities to serve this goal.
2. The right of the student to obtain the scientific material and knowledge related to the university courses he studies, in accordance with the university provisions and regulations governing the academic work.
3. The student's right to obtain the study plans in the college or department and the specializations available to him, as well as to view the study schedules before the start of the study, and to conduct his registration in the courses provided to him by the system and the rules of registration, taking into account the order of priorities in the registration of students according to fair controls when it is not possible to achieve the wishes of all students in registering a course.
4. The right of the student to drop any course or add another, or withdraw from the entire semester, according to what is allowed by the study and registration system at the university, within the period specified for that and announced to students.
5. The right of the student in that the faculty member to adhere to the dates and times of lectures, fulfill the scientific and laboratory hours, and not cancel lectures or change their times except in necessary cases and after announcing this, provided that alternative lectures are given to those that have been canceled or absent by the faculty member to complete the course, after coordination with the students and the department

concerned with completing this.

6. The student's right to inquire and discuss appropriately with faculty members, without supervision or punishment for that, unless the discussion exceeds what is required by public morals and the limits of decency and behavior in such cases, whether during the lecture or during the office hours announced to meet students.
7. The right of the student to have exam questions within the course and its contents and the issues raised or referred to during the lectures, and to consider the balanced and logical distribution of grades in order to achieve a fair assessment of the student's abilities.
8. The right of the student to conduct all tests held for the course unless there is a legal obstacle that prevents them from being conducted in accordance with the regulations and instructions for that, provided that the student is notified of his denial of entering the test well in advance.
9. The student's right to know the typical answer to the questions of the semester exams as much as possible, and the distribution of grades on the parts of the answer, on which the student's performance is evaluated before conducting the final exam for the course.
10. The student's right to request a review of his answer in the final exam, in accordance with what is determined by the regulations and decisions issued by the university in organizing the mechanism and controls of that review.
11. The right of the student to know the results obtained in the tests he performed, after completing their correction and approval.

## **2.2 Non-academic Rights**

The rights of the university student in the non-academic field include the following:

1. The right of the student to enjoy the subsidy and social care provided by the university, and to participate in the activities held in it in accordance with the university regulations and instructions regulating this.
2. The student's right to obtain adequate health care by treatment in hospitals and health centers affiliated with the university.
3. The student's right to benefit from the services and facilities of the university (university book - university housing - central and branch libraries - sports fields - restaurants - parking lots - ..... and others). This is in accordance with the regulations and systems in force at the university.
4. The student's right to obtain the material incentives and rewards prescribed by law.
5. The right of the student to be nominated for training courses, programs, and internal and external trips, and to increase his participation in cultural activities, as well as participation in community service activities and volunteer work.
6. The student's right to complain or grievance against any matter that is affected by him in his relationship with faculty members, department, college, or any unit of the university, and the submission of the complaint or grievance shall be in accordance with the rules governing the Student Rights Protection Unit and enable the student to know the fate of his complaint by the authority responsible for it.
7. The right of the student to enable him to defend himself before any party at the university in any disciplinary case filed against him, and not to issue

a penalty against him until after hearing his statements, unless it is proven that his non-attendance was for an unacceptable excuse, after being summoned for the second time.

8. The right of the student to appeal against the disciplinary decision issued against him, in accordance with the rules established in this regard under the provisions of student discipline.
9. The student's right to preserve the contents of his file within the university, and the integrity of dealing with him and not to hand over any of them except to the student himself, his guardian or whoever is officially authorized to do so, except in cases where it is requested to hand over or know the contents of that file by the investigation authorities, judicial agencies or another government agency, and it is not permissible to disclose or publish the contents of his file unless such publication is the result of a decision to impose a disciplinary sanction against the student.
10. The right of the student with special needs to obtain a decent service appropriate to his needs in accordance with the regulations and rules in this regard.

## 3. University Student Obligations

### 3.1 Academic Obligations

The obligations of the university student in the academic field include the following:

1. The student's commitment to regular study, and to carry out all academic requirements, in light of the rules and dates governing the start and end of the study, transfer, registration, apology, drop, and addition, in accordance with the provisions contained in the regulations and regulations in force at the university.
2. The student's commitment to respect the faculty members, employees and workers of the university's employees, and other employees of the companies contracting with the university, and other students within the university, as well as guests and visitors, and not to be harmed by word or deed in any way.
3. The student's commitment to respect the rules and arrangements related to the conduct of lectures, regularity, and order, and not to be absent from them except with an acceptable excuse in accordance with the rules and regulations.
4. The student's commitment when preparing research and other academic requirements for courses is not to cheat in them, to participate in cheating when preparing it in any way, to attribute the work of others to the student, or to resort to any illegal means of preparing such research, reports, papers, studies, or other basic requirements of the course.
5. The student's commitment to the rules and arrangements related to the tests and the system therein, and not to cheat, attempt or assist in committing it in any way, the act of behavior, impersonation, or forgery, or the introduction of prohibited materials or devices in the examination hall or



laboratories.

7. The student's commitment to the instructions and instructions directed by the official or observer in the examination hall or laboratories, and not to disturb the calm during the performance of the tests.
8. The student is obligated to register the e-mail on the official website of the university and to ensure that it works properly, and he must also read his e-mail daily to follow up on what may be sent during announcements or otherwise.
9. The student is obligated to pay the financial fines imposed on him by the university due to a violation that occurred or was caused by him.

### **3.2 Non-academic Obligations**

The obligations of the university student in the non-academic field include the following:

1. The student's commitment to the university's regulations, instructions, and decisions issued in implementation thereof, and not to circumvent or violate them or submit forged documents to obtain any right or advantage contrary to the provisions of the relevant provisions.
2. The student's obligation to carry the university card while the student is at the university, and to present it to the staff or faculty members when requested by them, and upon completion of any transaction for the student within the university.
3. The student's commitment not to damage or tamper with the university's property or disable it from work, or to participate in that, whether it is related to buildings or equipment.
4. The student's commitment to the instructions for arranging and organizing and using the university's facilities and equipment for the purposes allocated to them, and the obligation to obtain prior permission from the competent authority to use these facilities or equipment when he wishes to use or benefit from them in other than what was prepared for him.
4. The student's commitment to dress and behavior appropriate to university and Islamic customs, and not to carry out any acts that violate Islamic morals or public morals in force within the university.
5. The student's commitment to calm and tranquility inside the university facilities, refrain from smoking in them, and not provoke riots or illegal gatherings.

## 4. Student Grievances and Complaints

### 4.1 Standing Committee for Student Rights

Formation of the Committee: This standing committee shall be established by a decision of His Excellency the President of the University and shall be chaired by His Excellency the Vice President for Educational Affairs, and deputized by the Dean of Student Affairs, and its members shall include the Dean of Admission and Registration and a group of university faculty members, in addition to some specialists in the law and legal field. Another women's committee emerges from this committee, headed by His Excellency the Vice President for Educational Affairs, and the Dean of Student Affairs acts on his behalf in this committee. This committee consists of a group of female faculty members from girls' colleges, and the President of the University may increase the number of members in the two committees in line with the requirements of work.

The two committees shall hold their meetings periodically as required by the interest of work, shall carry out their tasks in a manner that ensures the speedy completion of their responsibilities, and shall consider all matters within the scope of their competence.

### 4.2 Tasks of the Committee

1. Receiving student complaints and grievances directly at its headquarters or through its representatives at the university.
2. Studying the complaints and grievances referred to it by His Excellency the President of the University.
3. Study and decide on complaints and grievances and issue decisions within the legal period.

### **4.3 Objectives of the Committee**

The Committee seeks to achieve the following objectives:

1. Taking care of student complaints and grievances by investigating, deciding, and working to establish their right to them.
2. Creating a homogeneous inclusive society in which the spirit of cooperation prevails among its members.
3. Adoption of the principle of justice and equality as a basic pillar in building an ideal society within the university.
4. Supporting the rights of students based on consistency with the general rules and rules and regulations applied at the university.
5. Develop a culture of justice, fairness, and human rights among students.
6. Educating students about their university rights and ways to obtain them through regular channels within the university.

### **4.4 Rejection of the Complaint and Grievance**

1. The Standing Committee shall have the right not to accept the complaint or grievance if it does not follow the necessary procedures for submitting it, and it shall have the right to reject it if it is found that there is a lack of seriousness or insufficient evidence to prove the fact, and a reasoned decision shall be issued to dismiss. It becomes a final decision that cannot be appealed against after being approved by His Excellency the President of the University.
2. The Committee has the right to refer the complaint to the competent authority if it deems it necessary after the approval of His Excellency the President of the University.

#### **4.5 Malicious Complaint**

When the complaint is proven malicious, the Standing Committee may issue its recommendations to refer the plaintiff student to the Standing Committee for Student Discipline at the University.

#### **4.6 Statutory Periods for Complaint Submission and Decision**

The statutory periods for submitting the complaint and deciding on it from the date of the incident:

1. The statutory period for submitting a complaint or grievance is within fifteen days of the occurrence of the complaint and grievance – except for the leave period.
2. The Standing Committee shall decide on complaints and grievances that it deems serious within thirty days from the date of submission or from the date of referral, unless the Committee deems it necessary to extend the period, provided that this extension does not exceed fifteen days, and these recommendations shall be submitted to His Excellency the President of the University for approval or to take the decision he deems appropriate in the light of the investigation that took place in them, and the Rector may submit the decision to the University Council for approval, and the decision of the Rector or the decision of the University Council shall be final non-appealable.

#### **4.7 Rules and Controls for Filing a Complaint**

Procedures and controls for submitting a complaint or grievance to the Standing Committee:

1. To submit a complaint or grievance at the headquarters of the Standing Committee or through the representatives of the Committee from the date of the occurrence of the incident in question.
2. The student's right to file a complaint or grievance shall be forfeited fifteen days after the occurrence of the incident in question.
3. The student may not file more than one complaint or grievance about the same incident.
4. A complaint or grievance shall not be accepted except through the form prepared for this purpose, and all the data contained therein shall be filled in with the necessary accuracy and clarity, and in a manner that does not prejudice the content, and this form shall be delivered to the Committee or one of its representatives.
5. Submit the form to the representative of the Committee and receive a statement document with the number and date of the complaint stating that he has submitted the complaint and record it in the Committee's register from its date.
6. The student shall follow up by reviewing the representative of the Committee at its headquarters within a period of thirty days from the submission of the complaint or grievance.

#### **4.8 Objection and the Right of Defense**

The defendant must respond to the content of the complaint in writing within one week from the date of being officially notified by his direct superior, instead of appearing before the committee in person unless the committee deems it necessary, and in the absence of a response, the defendant's right of defense shall be forfeited, and the committee has the right to judge him in absentia unless he submits an excuse acceptable to the committee.

#### **4.9 Duration of Appeal and Grievance Against the Standing Committee's Decision**

The student has the right to appeal to His Excellency the President of the University against the decision of the committee after fifteen days from the date of his knowledge of the decision.

#### **4.10 Meetings of the Standing Committee**

The Committee shall hold its periodic meeting at the invitation of its Chairman as the need requires, and the convening shall be valid in the presence of most of the members, provided that the Chairman is among them, and the decisions of the Committee shall be issued by the majority, and in the event of an equality of votes, the side in which the Chairman shall prevail.

## 5. Important Links

Guide/Form/Unit	Link
Contact Form نموذج التواصل لإرسال الشكوى أو الاستفسار Deanship of Student Affairs	<a href="https://dsa.psau.edu.sa/en/contact/contact_form">https://dsa.psau.edu.sa/en/contact/contact_form</a>
Organizational and procedural guide for services for students with disabilities الدليل التنظيمي والاجرائي لخدمات الطلاب ذوي الإعاقة Deanship of Student Affairs	<a href="https://dsa.psau.edu.sa/site/uploads/dsa/rules/2021-08/book%20%281%29.pdf">https://dsa.psau.edu.sa/site/uploads/dsa/rules/2021-08/book%20%281%29.pdf</a>
Document of the rights and obligations of the university student at Prince Sattam bin Abdulaziz University وثيقة حقوق والتزامات الطالب الجامعي بجامعة الأمير سطاتم بن عبدالعزيز Deanship of Student Affairs	<a href="https://dsa.psau.edu.sa/ar/node/7971">https://dsa.psau.edu.sa/ar/node/7971</a>
The organizational and procedural guide for the Guidance and Counseling Unit الدليل التنظيمي والاجرائي لوحدة التوجيه والإرشاد Deanship of Student Affairs	<a href="https://dsa.psau.edu.sa/site/uploads/dsa/rules/2022-09/9-5_0.pdf">https://dsa.psau.edu.sa/site/uploads/dsa/rules/2022-09/9-5_0.pdf</a>
Student Affairs Unit - Deanship of Postgraduate Studies	<a href="https://dps.psau.edu.sa/index.php/en/content/2021-08-28-0">https://dps.psau.edu.sa/index.php/en/content/2021-08-28-0</a>