



Civil Engineering Department
College of Engineering



Vision: Local and International Leadership in civil engineering education, innovative research, and knowledge dissemination.

Student Complaints and Grievances Manual

Mission: Providing an outstanding education and scientific research in line with advances in the field of civil engineering in order to prepare competitive engineering graduates capable of solving industry and community problems



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1 Introduction

Student has the right to file a complaint to what he deems to be an injustice committed against him, or detracting from any of his academic or non-academic rights

The Civil Engineering department and College work hard to resolve all complaints through the implementation of fair and reliable administrative measures. The department allows students to submit complaints, which are handled confidentially and objectively. By establishing and implementing procedures for dealing with academic and non-academic complaints, Shaqra University policies ensure objectivity in handling student complaints.

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.

2 Formation of the Standing Committee of Student Rights

This permanent committee is established by a decision of His Excellency the President of the University, and it consists of the following:

- Dean of Student Affairs – Chairman.
- The Vice Dean of Student Affairs Deanship – Vice Chairman.
- Dean of Admission and Registration – Member.
- A representative of the legal department - Member.
- Two deans chosen by the university president - Two Members.
- An administrative employee from the Deanship of Student Affairs – Secretary of the Committee.

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From this committee, another similar women's committee emerges, headed by the Vice Dean of Student Affairs for the female section, by a decision of the president of the university. The president of the university may increase the number of members in the two committees in proportion to the requirements of work and consider everything that falls within the scope of their competence.

3 Committee Responsibilities

1. Monitoring the application of this regulation.
2. Striving to facilitate the students' access to their rights in a systematic and civilized manner, and to receive feedback on the behaviors of students and their demands.
3. Facilitating the educational process for students consciously and without obstacles.
4. Receiving complaints from students through the office, or e-mail and taking appropriate actions towards them.
5. Referring student complaints to the Colleges Subcommittee of Complaints.
6. Considering faltering complaints and speeding up their resolution.
7. The committee meets at least twice every semester in its regular meetings, and the head of the committee may hold an emergency meeting whenever needed.
8. The committee shall convene in the presence of at least half of the members, and its decisions shall be passed by the majority of those who are present, and in the case of equal votes, it shall prevail the side where the chairman is.

4 Standing Complaints Committee regulations

- The Standing Committee has the right not to accept the complaint or the objection if the necessary procedures for its submission are not followed, and it has the right to reject it if it is found that there is no seriousness or insufficient evidence to prove the incident.
- The Standing Committee may, upon establishing the maliciousness of the complaint, issue its recommendations to refer the plaintiff to the Standing Committee for Disciplining Male and Female Students at the University.

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- The defendant must respond to the content of the complaint in writing within a week from the date of being notified by his direct superior officially, instead of appearing before the committee in person, unless the committee deems it necessary. The committee has the right to issue a decision against him in absentia unless he presents an excuse acceptable to the committee.
- The student has the right to appeal to the President of the University against the decision of the committee after fifteen days from the date of his knowledge of the decision in writing. The president of the university has the right to cancel the decision issued against the student or return the subject to the Standing Committee for Student Affairs to study it again.
- This bylaw shall be effective as of the date of its approval by the University Council, and all that contradicts it from what was previously done with this shall be cancelled. In this regard, the Deanship of Student Affairs shall publish this list by all available means.
- The provisions of the Higher Education Council system and its regulations, and all regulations and decisions in force in the Kingdom of Saudi Arabia, shall be applied regarding what is not mentioned in a special provision in these regulations, and in a manner that does not conflict with its provisions.
- The University Council has the right to interpret and amend these regulations

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5 The College Complaints Subcommittee

It is established in the college, by a decision of the dean, to consider complaints, consisting of:

- Dean of the College (Chairman)
- Vice Dean for Educational Affairs (Vice President)
- College of Development and Quality (Member)
- Two faculty members (members)
- Director of Student Affairs at the College (Member)

6 Competences of the College Complaints Subcommittee

1. Ensuring that the complaint fulfills the criteria specified for it.
2. Sorting the complaint and giving it a serial number.
3. Examining the complaint as soon as necessary.
4. Directing the complaint to the concerned authorities and receiving a response from them.
5. Submitting the answers and solutions from the authorities concerned with the complaint to the Standing Committee for Student Affairs, accompanied by the recommendation of the committee.
6. Studying and analyzing the cases referred to it and coming up with results and recommendations to be submitted to the Standing Committee for Student Affairs

7 Formal Complaint Procedures

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

1. The complaint must be filed within thirty days from the date of the occurrence of the incident in which the complaint took place.
2. To submit his complaint to the College Complaints Subcommittee
3. Fill in the complaint form and complete all the data contained therein with the necessary accuracy (The complaint form is shown in appendix).

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4. All problems that can be resolved amicably or formally are examined and decided by a committee formed in the department, with the complete confidentiality of the complaint and the prompt resolution of the complaint in mind.
5. In the event that the complaint cannot be resolved through the department or College Complaints Subcommittee, the student can submit his complain to the Standing Committee of Student Rights at the university (The complaint form is shown in appendix).
6. Complaints are answered and sends them to their owners (so the complainant's data should be written and include the name (optional) - the division - the level - the division, as well as the means of contacting him such as: phone number, e-mail, or agreeing with him on a date to respond to the complaint) in order to ensure Prompt communication between committee members and the complainant.

8 Request to Re-Correction of Examination Answer Sheets

The student may complain about the course's final grade within fifteen days of the result's approval, and the executive rules of these regulations specify the mechanism and procedures for the student's grievance against the course's final grade. According to Item (39) of the Regulations for the Study and Examination of the Regulations of the Higher Education Council, 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 exams. Shaqra University has established an executive rule for this rule according to the following controls:

1. The student submits to the Dean of the College a request to re-correct the answer sheet within two weeks of 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 creates a form that includes the following information: student name, university number, course name and code, semester, name of course instructor and test date (attached in appendixes: Final exam paper re-correction request form)

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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 be completed within two weeks of the start 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.

9 Procedures for Re-Correcting Exam Answer Sheets

1. A student who objects to the final test score should submit a request to re-correct his answer papers within two weeks of the date the final test results are announced. The application shall submit it to the department teaching the course (the attached form of the request for re-correction shall be used see in appendixes).
2. The department head shall submit the application to the Secretary of the College Council.
3. In the event that the College Council approves the correction, the department shall form a committee of at least three faculty members, not including the course instructor. The committee submits 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.

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10 Appendixes



المملكة العربية السعودية
وزارة التعليم
جامعة شقراء
كلية الهندسة

نموذج تظلم

من الطالب / بتاريخ / / 14 هـ
الرقم الجامعي: رقم الجوال:
ضد المتظلم منه: وظيفته: جهة عمله:
العرض:

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

الإثباتات:

أتعهد أنا الطالب / بأن كافة البيانات الواردة بهذا التظلم
صحيحة وعلى مسنوليتي 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.

تحريراً في / / 14 هـ اسم الطالب:

توقيع الطالب:

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المملكة العربية السعودية
وزارة التعليم
جامعة شقراء
كلية الهندسة

نموذج طلب إعادة تصحيح ورقة اختبار نهائي

ضوابط إعادة تصحح ورقة الاختبار النهائي وفقاً لائحة الدراسة والاختبارات للمرحلة الجامعة والقواعد التنفيذية لجامعة شقراء
1444 هـ

1. يتقدم الطالب بطلب إعادة تصحيح أوراق الاجابة للاختبار النهائي للمقرر الدراسي إلى القسم الذي يدرس المقرر خلال مدة لا تتجاوز خمسة عشر يوماً من اعتماد النتيجة وظهور المعدلات التراكمية.
2. يشكل رئيس القسم لجنة مكونة من ثلاثة أعضاء هيئة تدريس في القسم لا تشمل مدرس المقرر.
3. يرفع الطلب مع اللجنة المشكلة القسم إلى مجلس الكلية.
4. ألا يكون الطالب قد سبق أن تقدم بطلب إعادة تصحيح أحد الاختبارات وثبت عدم صحة طلبه.
5. لا يجوز أن يتقدم الطالب بطلب إعادة تصحيح أوراق أكثر من مقرر واحد في الفصل الدراسي.

اسم المقرر	رمز المقرر
أستاذ المقرر	رقم الشعبة
الفصل الدراسي	العام الجامعي

أقر أنا الطالب (رقم جامعي)،
وتخصص (.....) بما جاء في الضوابط اعلاه.
التوقيع: تاريخ تقديم الطلب:

ملاحظة: يُقدم الطلب لرئيس القسم أو الوحدة الأكاديمية
(للاستخدام الرسمي فقط)

بعد انطباق الشروط يُقدم الطلب لسكرتير مجلس الكلية وفيه الأسماء المقترح ضمها للجنة إعادة التصحيح، كما يلي:

اسم عضو هيئة التدريس	تخصصه العام	تخصصه الدقيق	رتبته العلمية

اسم رئيس القسم:

التوقيع:

تاريخ استلام الطلب من الطالب:

تاريخ تسليم الطلب لسكرتير مجلس الكلية:

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Complaint to the Standing Committee for Student Affairs



بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

المملكة العربية السعودية
وزارة التعليم
جامعة شقراء
عمادة شؤون الطلاب
اللجنة للشؤون الدائمة الطلابية

تظلم إلى اللجنة الدائمة للشؤون الطلابية

من الطالب / الطالبة : بكلية:

الرقم الجامعي : رقم الهاتف : منزل /

حوال /

ضد

المشكو في حقه : وظيفته : جهة العمل :

العرض

صدر بتاريخ / / ١٤ هـ قرار اللجنة الفرعية بكلية / أخرى :

والذي إنتهى إلى :

وذلك في الشكوى المقدمة مني بشأن :

.....

.....

أسباب التظلم وإثباتاته :

.....

.....

تعهد

أتعهد أنا الطالب / بأن كافة البيانات الواردة بهذه الشكوى صحيحة وعلى مسئوليتي الشخصية وأنه لا يقصد بها الكيد أو النيل من سمعة المشكو في حقه ، وأنه في حالة ثبوت عكس ذلك فإنني سأكون معرضاً لتطبيق المادة (٢٠) من لائحة الحقوق والواجبات الطلابية.

الطالب / الطالبة

الإسم /

التوقيع /

تحريراً بتاريخ / / ٥١٤



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