

**Collage of applied medical sciences –Alquwyyiha
Bachelor of Nursing Sciences program**

Complaints and Grievances Manual

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An overview of the manual

Dear Student, this introductory guide, which also acts as a how-to guidebook in case you encounter academic or non-academic challenges, will also address the bulk of your questions. The information in this guide is meant to familiarize readers with the Deanship of Student Affairs, the Complaints and Grievances Committee, as well as the policies and guidelines regarding the Complaints and Grievances Unit. It also explains how to file a complaint or grievance with the appropriate committee. We have provided you with this handbook so that you will be able to understand how to handle any situation that arises in the context of the institution, and we pray for God's blessing and reward.

An overview of nursing programs

The Evolution of the Nursing Program

The College of Applied Medical Sciences was founded in the year 1413H as an intermediate health institute affiliated with the Ministry of Health. It continued to grow until it became an intermediate health college, that awards diplomas in nursing and public health in the year 1428H. The Noble Royal Decree (No. 11032) was issued on 12/22/1429H to annex health colleges and institutes to the Ministry of Higher Education, and the institute was merged to form the College of Health Sciences associated with King Saud University. The Custodian of the Two Holy Mosques King Abdullah bin Abdul-Aziz, may God have mercy on him, issued the honorable royal decree No. 7305 dated 9/3/1430H to establish Shaqra University in just under two years.

The College of Applied Medical Sciences in Alquwayiyah building has situated on prominent location on Riyadh – Makkah express highway. In addition to nursing, the college has begun to offer new academic specializations, like the Elementary Diploma course for laboratory.

The nursing profession is one of the finest human occupations since it provides care to both the sick and the healthy. Nursing's core responsibilities include promoting population health and providing health care to all members of society, regardless of their age or religious affiliation.

The Nursing Department is one of the top divisions in Shaqra University's College of Applied Medical Sciences. Until the start of the academic year 1431-1432H, it was the sole division to supply the country with nurses who could deliver the best patient care in clinics, hospitals, schools, health centers, and other community locations.

Program Vision for Nursing:

Excellence in academics, research, and raising the standard of nursing care in line with the college's mission.

Program Mission for Nursing:

By offering authorized programs that address the demands of society, the nursing school aims to train nurses who are qualified in terms of science, professionalism, and research.

Nursing Program Objectives:

1. To provide students with the information, skills, and competencies necessary to provide patients and all societal groups with safe, evidence-based nursing care.
2. To draw faculty members with unique credentials and nursing experience.
3. To encourage a creative and team-oriented atmosphere for education and career advancement.
4. To prepare a graduate to meet the educational eligibility standards necessary to get the nursing license and advance in their career.
5. To promote involvement in neighborhood community services while developing community collaborations that fall within the purview of nursing and health care.
6. To encourage superiority in nursing research and artistic endeavors.

Program Philosophy for Nurses:

Patient-Centered Care, Professionalism, Leadership, Systems-Based Practice, Informatics and Technology, Communication, Teamwork, Collaboration, Safety, Quality Improvement, and Evidence-Based Practice are all in line with nursing Nurse of Future Competencies. A smooth transition into nursing practice and future professional growth is facilitated by the demonstration of the competencies. Nursing has embraced a constructivist framework that directs the delivery of educational experiences, recognizing the complexity and individuality of each learner as well as the value of active learning and individual engagement in the learning process.

Information about Nursing Programs

The Ministry of Higher Education established the Bachelor of Science in Nursing (BSN) Program to fulfill its overarching goals for the development and training of the country's human resources. The program was established in providing qualified employees who had received the necessary training to meet both the demands of the healthcare delivery system and the needs of the labor market. Lastly, it was created to advance scientific research and produce graduates who could address local problems and demands for growth.

The college of applied medical science-nursing Alquawayiyah program offers a Bachelor of Science degree (B. Sc. Degree in Nursing).

An Overview of the Student Affairs Dean's Office

The department with expertise in servicing students and looking out for their intellectual, psychological, and cultural needs is known as the Deanship of Student Affairs. The balance between academic achievement and extracurricular activities that strive to develop students' abilities is the main emphasis of this unit's work. The goal of this unit is to help students meet their individual and universal needs for creativity and excellence by providing services, defending students' rights at Shaqra university, and educating students about their rights and responsibilities. This unit works to raise the bar for student services and to promote a culture of students' rights and responsibilities by adopting international standards in higher education institutions. international standards in higher education institutions to achieve the students' personal and human requirements for creativity and excellence.

Vision for the Dean of Student Affairs

Vision Leadership oversees and coordinates the local, regional, and global organization of integrated and holistic student work.

The mission of the Dean of Student Affairs

Establishing a welcoming learning environment and engaging curriculum that supports the student's personal and professional growth, encourage community involvement, and foster the desire for excellence and creativity in all spheres while taking into account the needs, interests, skills, and unique characteristics of each student. provides the top student services that help students develop their personalities in a healthy and balanced way, enabling them to participate in the process of national development that will lead to the realization of the Kingdom's 2030 vision.

Objectives of Deanship of Student Affairs:

1. Providing exceptional services and caring attention to students.
2. Create an integrated database of information on students and their needs.
3. Finding and developing exceptional students.
4. Create an integrated technique to raise the standard of providing student services.
5. Make a balanced contribution to the university student's personality development and preparation.
6. Strengthening the ties that bind university students to society, enhancing their sense of duty, and reaffirming their sense of national identity.
7. Participate in the provision of care for gifted and special needs students.
8. Make use of students' leisure time in a way that will benefit them.
9. Offering the best academic, social, and educational guidance services to students.
10. Supporting students in finding solutions to all of their concerns and issues.

The Role of Deanship of Student Affairs

1. Providing academic and non-academic consultations to address the challenges that students may encounter throughout their educational careers.
2. Offering insight and counsel on matters that affect students.
3. Receiving student complaints about academic and non-academic matters and working to have them resolved by university policies.
4. Enhancing the standard of student services.

5. Informing both male and female students of their rights and responsibilities as students, as well as the disciplinary procedures and Shaqra University's executive rules.
6. Making certificates for honor roll kids, putting them on the honor board, and making sure no disciplinary actions have been taken against them.
7. Applying the ideas of justice and equity to all college students.
8. Take part in writing the unit's yearly report for the college.
9. Create a fund to collect suggestions and grievances from male and female students to pinpoint their issues and requirements and create unified programs.
10. Aid in accomplishing the college's objectives for the discipline of the educational process and adherence to the rules of the college and university.
11. Review and assess the academic counseling and assistance policies.
12. Reviewing and assessing the college's policies on acceptable behavior for students with both teachers and staff as well as with other students.
13. Examine whether male and female students adhere to the requirements of the official uniform used on the university campus.
14. Evaluating how well both male and female students are dressed in a manner appropriate for the university campus.

Legal and problem guidelines for the Shaqra University complaints unit

Shaqra University

(Number 17) Legal and Issue Regulation

Complaints Subcommittee: It is formed by the dean of the college.

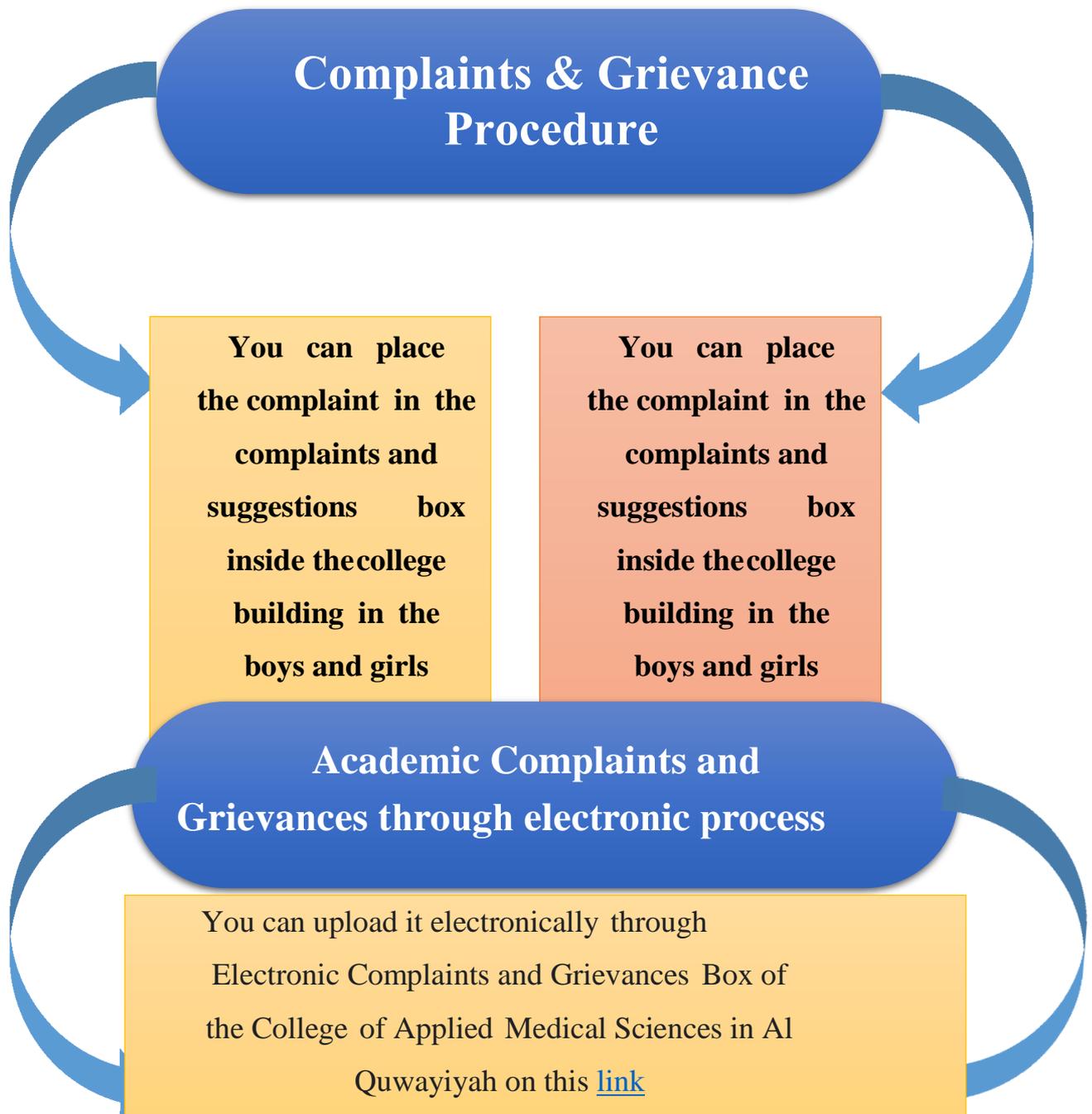
On the Dean's recommendation, a subcommittee for complaints is formed at the college or deanship to investigate complaints involving:

1. Dean of the college.	As President
2. Vice Dean for Educational Affairs.	As Vice President
3. The Vice Dean for Development and Quality.	As a member
4. Two of the faculty members.	As members of the faculty
5. The director of student affairs at the faculty.	As a member

Committee objectives:

1. taking into consideration the complaints that the Standing Committee on Student Affairs presented to it.
2. Ensure that the complaint satisfies the criteria specified for it.
3. Sort the complaint and give it a serial number.
4. Examine the complaint as soon as necessary.
5. Submitting the complaint to the relevant authorities and waiting for their response.
6. Submit the Standing Committee for Student Affairs with the committee's recommendation along with the responses and solutions from the parties involved to the complaint.
7. Research and evaluate the instances that have been reported to produce conclusions and suggestions that should be presented to the Statottee on Student Affairs.

Complaints & Grievance Procedure



Academic Complaints and Grievances through writing

You can raise your complaint to your academic advisor

(Figure number 2,3)

You can raise your complaint to the head of the department

(Figure number 2,3)

Dean of the college as President

Vice Dean of educational affairs as vice President

Vice Dean for Development & Quality affairs as Member

The Director of student Affairs at faculty members As a member

The two faculty members As a member of faculty

Academic Complaints and Grievances through the writing process:

1. The student approaches the department head or academic advisor with a complaint
2. If an academic adviser or department head experiences injustice or abuse while exercising their rights, they file a complaint with the Standing Committee for Student Affairs or the College's Complaints Committee using the form that has been developed for this purpose.
3. The complaint should fall within the confines of what is guaranteed by this regulation once all college grievance processes have been exhausted or if there hasn't been a response from them within thirty days of the complaint date.
4. If the complaint hasn't received a response after thirty days, you should file a complaint within a week after obtaining the relevant authority's judgment.
5. A student has no right to file more than one complaint on the same issue.
6. Giving the student a formal response to the Standing for Committee for Student Rights' response to his grievance.
7. A student's right to register a complaint or grievance is forfeited once fifteen days have passed after the incident that is the subject of the complaint, except for official holidays.

Legal and Issue Regulation (Number 18):

If the complaint or grievance is not submitted by the required procedures, the Standing Committee has the right to refuse to accept it.

It also has the right to reject it if it is determined that the complaint or grievance is not sufficient to establish the facts of the incident, that a reasoned decision has been issued to preserve the complaint or grievance, that the decision has become final and is not subject to serious grievance, or that there is insufficient evidence. Following the

university president's approval, it was approved.

Legal and Issue Regulation (Number 19):

If the complaint's malice is established, the Permanent Committee may suggest that the claimant be referred to the Permanent Committee for Disciplining the Student and college students.

Legal and Issue Regulation (Number 20):

The defendant is not required to come before the committee in person, unless the committee deems it necessary, but must answer to the allegations of the complaint in writing within one week of the date he was officially notified by his direct superior. Unless he provides a valid justification that the committee will accept, the committee may rule against him in his absence.

Legal and Issue Regulation (Number 21):

The university president has the authority to reverse the decision given against the student or refer the matter back to the Standing Committee for Student Affairs for further consideration after the student has had fifteen days to appeal the committee's decision.

Legal and Issue Regulation (Number 22):

Everything that conflicts with this bylaw from what he did previously in this respect shall not be enforced as of the date of the University Council's approval of it, and the Deanship of Student Affairs shall publish this list using all reasonable means. it once more.

Legal and Issue Regulation (Number 23):

Regarding anything not covered by a special provision in this regulation and in a way that does not contradict its provisions, the rules and regulations of the Higher Education Council system and all other laws and decrees currently in effect in the Kingdom of Saudi Arabia shall apply.

Legal and Issue Regulation (Number 24):

These rules are subject to interpretation and amendment by the University Council.

Form number (1) for complaints and suggestions Suggestion and grievance box for Males



The Grievance Form (2) in English form

To the Standing Committee for Student Affairs

The student's name /-----

College Name/-----

University ID/-----

Phone number/-----

The person against information:

The name of the person against whom the complaint is made/-----

Occupation/-----

Employer place/-----

Issued on ----/----/ ----

The decision of the sub-committee of a college / other/-----

Ended to/-----

The subject of the grievance/-----

Pledge

I promise /student name /-----

All the data in this grievance are correct on my responsibility, and it is not intended to slander or harm the reputation of the complainant, and if the contrary is proven, I will be subject to the application of Article 20 of the Student Rights and Meals Regulations.

Student name/-----

Signature/-----

Date /-----

The Complaints Form (3) in English form

To

Evidence/-----

----- **the**

Standing Committee for Student Affairs

The student's name /-----

College Name/-----

University ID/-----

Phone number/-----

The person against information:

The name of the person against whom the complaint is made/-----

Occupation/-----

Employer place/-----

The date of occurrence of the complaints incident -----/-----/-----

Summary of the Complaints/-----

Pledge

I promise /student name /-----

All the data in this complaint form are correct on my responsibility, and it is not intended to slander or harm the reputation of the complainant, and if the contrary is proven, I will be subject to the application of Article 20 of the Student Rights and Meals Regulations.

Student name/-----

Signature/-----

Date /-----

This document was approved by Nursing sciences department council No (3) on Sunday 1/4/1445

And the summary of the following council was attached [here](#)