

Complaints and Grievances Manual

Bachelor of Computer and Network Engineering
Department of Computer and Network Engineering
College of Computing and Information Technology

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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.

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.

Committee Responsibilities

- Monitoring the application of this regulation.
- 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.
- Facilitating the educational process for students consciously and without obstacles.
- Receiving complaints from students through the office, or e-mail and taking appropriate actions towards them.
- Referring student complaints to the Colleges Subcommittee of Complaints.
- Considering faltering complaints and speeding up their resolution.

- 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.
- 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.

Complaints Subcommittee

It is formed by the dean of the college. Considering complaints referred to it by the Standing Committee for Student Affairs. Its duties are the following:

- Ensuring that the complaint fulfills the criteria specified for it.
- Sorting the complaint and giving it a serial number.
- Examining the complaint as soon as necessary.
- Directing the complaint to the concerned authorities and receiving a response from them.
- 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.
- 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

Complaints Subcommittee 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.
- 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.