



IAU

جامعة الإمام عبد الرحمن بن فيصل  
IMAM ABDULRAHMAN BIN FAISAL UNIVERSITY  
عمادة الدراسات العليا  
Deanship of Postgraduate Studies  
برامج الدراسات العليا  
Postgraduate Programs

## Procedural Guide for Grievances of Graduate Students at Imam Abdulrahman Bin Faisal University



# بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

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## **Introduction:**

One of the goals of the Deanship of Graduate Studies at Imam Abdulrahman bin Faisal University is to provide an appropriate environment that guarantees all academic and non-academic rights of the student and helps him achieve excellence and creativity, including enabling him to file a grievance or complaint.

## **Definitions:**

### **Student :**

Anyone registered in the student records system in one of the university's graduate programs.

### **Grievance:**

Feeling dissatisfied with any academic procedure or what he sees as detracting from his academic or non-academic rights.

### **Vicious complaint:**

A complaint intended to offend the other party without any real reality or support for it.

### **Higher Grievance Committee:**

A group of people appointed by the Vice President for Scientific Research and Innovation and headed by the Dean of Graduate Studies and membership of a representative from the health, engineering, science, and humanities colleges and the legal department and a secretary for the committee.

## **Objectives:**

1. Introduce graduate students to the regular procedure when they need to file a grievance.
2. Ensure that graduate students receive distinguished academic and non-academic services.
3. Activate the values of security, justice, and equality for graduate students.
4. Achieve a distinguished level of satisfaction for graduate students.
5. Determine the procedures and controls for grievances and filing complaints.
6. Review existing procedures to amend shortcomings in the academic procedures subject to grievance, when necessary.

## **Grievances cases:**

The applicant may file a complaint in case of the following:

1. Academic procedures.
2. Financial procedures.
3. Discrimination against the students.
4. Teaching Quality.

## **Rules of grievances applications:**

1. All petitions for complaint shall be strictly confidential.
2. The filing of an application must not exceed fifteen days from the occurrence of the remedy, and the right to appeal shall be terminated after the timeframe.
3. The committee may refuse to grant a petition if it found to be invalid or if it is determined that the petition appeared to be previously rejected.
4. A student may not file more than one complaint about the same incident.
5. Holidays are not included in any of the previously mentioned periods.
6. The respondent shall not be present at any of the committees or formal meetings that may be held to vote or decide on the admissibility or outcome of the complaint.
7. A member of the Commission has no relationship or related to the complaint and all members of the Commission must disclose if there is any relationship.
8. The Committee may refer the student to the University's Standing Committee of Code of Conduct and Student if the complaint is proven to be plot.

## Grievance Procedures:

When a student feels the need to file a grievance or lodge a complaint against any academic or other decision, they must follow these steps:

- 1. Consult the Academic Advisor or Supervisor:** The student should first approach their academic advisor or supervisor to resolve the issue amicably.
- 2. Escalation to Higher Authority:** If the grievance concerns the head of the relevant department responsible for receiving complaints, it should be escalated to the superior of that department's head.
- 3. Written Complaint to Department Head:** If the issue remains unresolved, the student is required to submit a written complaint to the head of the relevant department, who will review the matter and work towards a resolution within one week of receiving the complaint.
- 4. Escalation to the Dean:** If the department head cannot resolve the issue, it must be escalated to the Dean of the College, who, within a week, will form a specialized committee of no fewer than three members, chaired by the Vice Dean for Research and Innovation.
- 5. Committee Decision Notification:** The student must be informed of the committee's decision and provided with a response within three working days from the date of the committee's decision.
- 6. Appeal to the Dean of Graduate Studies:** If the student remains dissatisfied with the committee's decision, the Dean of the concerned college will submit the student's grievance in writing to the Dean of Graduate Studies.
- 7. Review by the Higher Grievance Committee:** The Dean of Graduate Studies will refer the matter to the Higher Grievance Committee for a decision within 15 days from the date of referral.
- 8. Notification of Higher Committee Decision:** The student will be notified of the Higher Grievance Committee's decision within three working days.
- 9. Grievance on Exam Grades:** In case of a grievance related to exam grades, the university's Examination Policies and Procedures Manual should be consulted.
- 10. Appeal to the University Council:** If the student disagrees with the decision of the Higher Grievance Committee, they may appeal the decision to the University Council, which will take appropriate action.
- 11. Applicable Regulations:** Any matters not addressed in this guide will be governed by the university's applicable laws, regulations, and policies.

