




# Complaints or grievances

<b>English Language Department</b>	
<b>Title: Complaints and Grievances</b>	
<b>Version</b>	3
<b>Date:</b>	10/4/1445
<b>Session number</b>	8
<b>Recommended:</b>	Department Council
<b>Approved by:</b>	Head of the department
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## **1. Introduction**

The Department of English Language is one of the departments at the College of Education. The department has begun to establish a good contact with the other English departments at the local Universities to make use of their experience and have a promising start. The major objective of the department is to elevate the English language proficiency of the students. The English language courses of the Department introduces students to the fundamental skills that are essential for them as second language learners and communicators.

The program thus, utilizes customized strategies and provide specific instructional materials and prepare the students for real life tasks. The classroom conditions engage students in critical and creative thinking skills; the methodology focuses on practical application of modern techniques, measured progress, and repeated exposure. A set of customized and validated measurement tools such as tests, quizzes, class discussions, and assignments-both face-to-face and online record students' progress periodically.

The department seeks to provide students with a rich English environment. The courses have been designed to help students transition from high school to undergraduate programs that place heavy demands on all four communication skills, namely, reading, writing, listening, and speaking. The teaching faculty in the Department are well qualified with experience ranging from four to more than twenty years.

## 1- DEFINITIONS

**1. Grievance:** A written complaint filed by a faculty or academic staff member against a faculty member and or an administrator of the College/department alleging a violation of program / College policy or established practice e.g. improper, arbitrary, or discriminatory application of university rules, regulations, standards, practices, and/or procedures relating to the conditions of employment or to other circumstances giving proper grounds for complaint.

**2. Faculty member:** A person with a paid University appointment at the rank of professor, associate professor, assistant professor, lecturer or instructor.

**3. Administrator:** A person appointed as the head of an administrative unit, director, department chair, dean, or separately reporting director.

**4. Policy:** A written statement of principles and procedures that govern the actions of faculty, academic staff, and administrators, including written rules, bylaws, procedures, or standards.

**5. Practice:** Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit which are usually unwritten but of long-standing duration, and for whose existence the grievant can offer evidence.

**6. Student:** A person who is studying at a school or college.

**7. Violation:** A breach, misinterpretation, or misapplication of existing policy or established practice.

## 2- What is a complaint?

It is written grievance submitted to a department/ college or the university administration official about activities or decisions directly related to work and directly or negatively affects the complainant belonging to the faculty members and students.

## 3- What are the reasons that lead to complaints or grievances?

1. Any administrative decision related to the rights of the faculty members or students.
2. A complaint about another faculty member or students.
3. A complaint about the immediate supervisor.

4. Complaint against any financial decision related to the financial rights (faculty member).
5. Complaint against any academic decision.
6. Complain against the outcome of performance appraisal.

**4- This mechanism for examining the Complaints includes the following:**

1. Providing clear procedure for handling the complaints.
2. Directing the teaching staff members and students, to submit their complaints without fear of abuse or punishment.
3. Handling the complaints in a timely and appropriate manner while taking into consideration the seriousness and nature of the complaints.
4. Applying confidentiality, integrity and impartiality to solve the complaints.
5. It is equally applied to all faculty members and students.

**5- Channels for receiving complaints and grievances**

In the department Student complaints and grievances are received through:

- Complaints and Grievances Form.
- Academic Advisor.
- Department official email.
- Department Coordinators.
- The Head of the Department.
- Colleges Vice Deans.
- The Dean.

## **Student Grievances and Complaints Manual**

### **1- Student Complaints**

MU University is committed to a policy of fair treatment for its students/faculty/staff in their relationships with student, administration, faculty, staff and other members of the University community. The purpose of this policy is to establish and implement a complaint procedure.

The college of education and the department of English have a commitment to ensuring that all complaints are resolved using a clear, fair and reliable management process. The university in general and, the college of education and the department of English in particular treat complaints seriously and ensures all processes are clear, prompt, confidential and fair to all parties.

### **2- What are complaints?**

You may complain against:

1. Poor teaching quality or tutorial services.
2. Misleading or withholding of information by tutor or administrative staff.
3. Inadequate services and facilities.
4. Misconduct by any University staff – administrative or academic.
5. Misconduct by any student within University premises.
6. Offensive or racist remark by staff or student within the University Premises.

### **3- Academic Complaints**

Academic disputes may include, but are not limited to:

- a) admission,
- b) grades during the academic semester,
- c) academic suspension, charges of dishonesty,
- d) plagiarism,
- e) deliberate forgery of data,
- f) work completed for one course and submitted for another, and,
- g) violation of intellectual property.

#### **4- Non-academic Complaints**

Non-academic issues may include, but are not limited to,

- a) harassment (verbal or physical),
- b) intimidation,
- c) disruptive or abusive behavior within the limitations of MU campus,
- d) fines,
- e) exclusion from a use of service,
- f) discrimination,
- g) record access, and,
- h) violation of policy.

#### **5- Settlement of grievances and complaints (Informal Resolution)**

- 1) Firstly: The student should first try to resolve the grievance informally by discussing the grievance with the faculty member as soon as the student is aware of the matter.
- 2) Secondly: If the student and faculty member were not able to reach an agreement, the student should discuss the objection with the faculty member's department coordinator.
- 3) Thirdly: If the student and faculty member were not able to reach an agreement, the student should discuss the objection with the faculty member's department head.
- 4) Fourthly: If the complaint remains unresolved, the student should discuss it with the College Dean. In these informal discussions, the department head or dean is encouraged to mediate the dispute. In particular, he/she should talk to both the student and the faculty member, separately or together, and should examine any relevant evidence, including any documentation the parties wish to submit.
- 5) Fifthly: If the student objection is against the department head or the dean, the student should discuss it with one administrative level higher than that of the department head/dean.

#### **6- Settlement of grievances and complaints (Formal Resolution)**

1. Submit the application through the department official email within ten (10) business days of the incident outlining the complaint, the individuals involved, the date and the location of the incident. The student will be informed of the decision by e-mail within ten (10) business days of the complaint's submission. Note that this process is confidential.
2. If the student is not satisfied with the outcome, he/she has the right to appeal the decision within ten (10) business days of its announcement. The result of the appeal will be e-mailed to the student within ten (10) business days of submitting the appeal.
3. In all cases, if the student does not receive a formal response within ten (10) business days of the complaint/appeal submission, he/she should consider the request rejected.
4. In cases where the student believes that the procedures were not properly followed, he/she has the right to appeal the decision to the Vice dean for Student Affairs. The appeal must be filed within ten (10) business days of the date of the decision. The Vice dean for Student Affairs shall review all documentation relating to the appeal and make a decision. At this stage, the outcome of the appeal is final and no further appeal is available.
5. All documents related to the complaint, appeal, and decision shall be kept at the Office of Vice dean for Student Affairs

**7- Mechanism for reviewing students' grievances against written grades in a course (Guiding form for members of grievance committees and faculty members)**

The steps below must be followed to review students' scores in written exams. The following is verified:

1. Correct all test questions.
2. Ensure that the grades of all questions are added to the final grade awarded.
3. Ensuring the correctness of counting and collecting the questions' scores, and their conformity to the awarded or given score.

4. It is ensured that all sub-questions are corrected in questions that contain sub-questions (A, B, C, for example), and put the degree of each is inside a circle.
5. The total score of the sub-questions is identical to the total score of the question.
6. He or she reviews the validity of the degree of the denominator for the degree granted by the professor, as he may evaluate the answer as the final degree is less than its actual value which affects the student's degree.
7. Ensure that the total score includes adding practical, oral, and year work scores in the courses that include these tests, and in this case, the correctness of the combination is verified.
8. The committee formed for re-correction prepares a detailed report for the head of the department of what was done in the review process, and specifying which of the modifications were made as a result of the review process.
9. The head of the department fills out the degree modification form, signs it and submits it to the Dean of the College for approval
10. The head of the department notifies the Deanship of Admission and Registration to amend the degree, and attach a copy of the sub-committee.
11. The sub-committee shall keep the grievance and its outcome in the student's file.
12. The Sub-committee responds to the petitioner or applicant in formal writing, and reports on the outcome of the investigation of his grievance.

#### **8- Complaints and Grievances Committee**

The committee was established to examine the complaints and grievances of the faculty members. The Duties of the Committee includes:

1. Examining the complaints and grievances
2. Achieving the principle of transparency and justice through applying a clear work mechanism that clarifies the procedures followed in complaints and grievance.
3. Achieving equality and justice in a manner that does not contradict the rules and regulations.

Grievances and Complaints Unit

Name: Post: Email: Phone:	Dr. Head of Unit
Name: Post: Email: Phone:	Dr. Member
Name: Post: Email: Phone:	Dr. Member

## **Faculty Complains and Grievances Manual**

### **1- What is a complaint?**

It is written grievance submitted to a university administration official about activities or decisions directly related to work and directly or negatively affects the complainant belonging to the faculty members.

### **2- What are the reasons that lead to complaints or grievances?**

- 1) Any administrative decision related to the rights of the faculty members.
- 2) A complaint about another faculty member.
- 3) A complaint about the immediate supervisor of the faculty member.
- 4) Complaint against any financial decision related to the financial rights of a faculty member.
- 5) Compliant against any academic decision regarding scientific research or promotions for faculty members.
- 6) Suffering pressure, coercion, or unlawful request from one of the university's employees to act illegally, to apply/not to apply a certain procedure that would violate the duties of a faculty member related to integrity and secrecy.
- 7) Complain against the outcome of performance appraisal.

### **3- Complaint or Grievance Procedure:**

1. The friendly reconciliation methodology comes as a first step to solving the problem. The University authorizes the head of the academic department to apply the initial stages of resolving minor disputes within his responsibility in applying the educational, management and financial affairs set out in the regulations.
2. According to traditions and norms of the universities, it is preferable to solve the problems, and manage the work through the discussion and suggesting the suitable solutions for the problems facing the faculty during the meetings of the scientific department councils and the college/supporting deanships councils. This is performed in an atmosphere of the one family feeling which is one of the character of the university staff and the academic work. In case of inaccessibility to a satisfactory solution through the councils, the faculty member has all the freedom to complain or raise his grievance against any administrative or academic decisions using a mechanism prescribed by the University.
3. In some cases, in which the head of the department is unable to resolve these disputes, the next path shall be submitting them to the dean/deanship of the college for examination, according to his responsibility, which was determined by the regulations.
4. The complainant should submit his complaint in writing according to the attached complaint form and fill in all the information required, in addition to attaching a statement of the decision, subject of the grievance (if any) or any documents that support the subject of the complaint.
5. The complaint or grievance should be submitted to the immediate supervisor, where the latter submits it to the Dean of the college and then to the relevant committee.
6. The complaint or grievance is rejected if the required data are not completed in the complaint form or proven incorrect, while taking the necessary measures if repeated.
7. The committee shall respond in writing to the complainant or petitioner that it was received. The response should include the complaint number, date, and details, as well as the complainant's information or grievance, together with the expected time to respond thereto.
8. The committee carefully examines and verifies the complaint, then writes a report with appropriate recommendations and submits it to His Excellency the Rector.
9. The President of the University shall take the appropriate decision for the complaint or grievance.

#### **4- Tasks and Responsibilities of the Committee:**

- 1- Treating the problems which face the employees including the faculty.
- 2- Deciding suitable recommendations to solve the causes of the complaints and grievances.
- 3- Following up the received complaints and grievances from the different sources.
- 4- Validating the causes and grounds of the complaints and grievances with complete fairness and objectivity.
- 5- Keeping the secrecy of the information, which ensures goodness of the procedures of investigating the complaint, and the privacy of the complainant and the Committee members.
- 6- Documentation of the complaints and grievances.

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Approved by:	<b>Head of the department</b>

