



Regulations and Controls of Student's Grievance



I. Introduction

The College of Medicine aims to ensure students' all academic and non-academic rights. Thus, the College established student grievance controls and procedures to ensure that students are consistent with the Prince Sattam Bin Abdulaziz Students' Policies and Regulations. Furthermore, the College attempts to maintain an educational environment characterized by controlling public behavior and commitment to virtuous morals to achieve scientific excellence while preserving the rights of university students and employees.

II. Objectives of Student Grievance Policy:

1. To assure the values of justice and equality adopted by the university.
2. To control the behavior of male and female students within the university or at any of its facilities.
3. Discipline male and female students and handle their behavior with educational methods.
4. Approve discipline for male and female students who violate university rules and regulations.
5. Achieve a high level of satisfaction amongst students and other stakeholders.
6. Establishes grievance procedures and controls and initiates complaints.
7. Develops and continually improves policies, decisions and processes.



III. Terminology and Definitions

- **Grievance:** an official statement of a complaint over issues believed to be wrong or unfair.
- **Violation:** Anything that violates the university's regulations, regulations, and instructions.
- **Punishment:** It is the disciplinary punishment stipulated in these regulations.
- **Malicious complaint:** A complaint intended to offend the other party without an objective reality or support.
- **The Right to Complain:** The student can complain to a specified authority about any matter they consider to be against his intellectual or academic rights.

IV. Controls for Grievance Procedures

- All grievance applications must remain strictly confidential.
- Students are entitled to present a formal grievance stating a problem they encounter.
- The grievance request should be submitted within 15 days of the incident.
- A complaint request should be accompanied by a copy of the student's academic record.
- The request for a grievance may not be accepted if it is proven that he made repeated requests for a grievance, provided that the refusal decision is reasoned.
- If the grievance request is denied, the grievance subcommittee must electronically advise the student of the reasons for the denial.



- If the grievance request is accepted, the committee addresses the head of the concerned department to form a committee to re-correct.
- The head of the concerned department shall respond to the grievance request referred to him within one week of receiving the request.
- The student has the right to file a complaint to raise if he feels injustice.
- The grievance subcommittee has the right to punish the student if it turns out that the complaint submitted is malicious.
- The grievance subcommittee must notify the student of the outcome of his grievance within a maximum period of thirty days.
- The student has the right to file a grievance against the decision of the subcommittee within a maximum period of fifteen days.
- The person against whom a complaint has been filed may not attend any of the official committees or meetings that may be held.

