

Al-Baha University

Faculty of Pharmacy

Doctor of Pharmacy (Pharm. D) Program

Complaints and Grievances Manual for Staff members

This manual was developed and approved by the Faculty Council
aligned with the Complaints and Grievances Manual for Staff at Al-Baha University

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1. Introduction:

Al-Baha University aims to provide an academic work environment to enhance the concept of teamwork and mutual respect among all employees, which shall be positively reflected on the quality of the outputs of the education. Sometimes problems arise and may lead to a negative impact on the performance of the faculty staff. Therefore, a clear mechanism was developed to address complaints and grievances of staff members at the Faculty.

1.1 What is a complaint?

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

1.2 Mechanism for examining the complaints of the teaching staff

This mechanism includes the following:

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

1.3 Motives lead to complaints or grievances

- Any administrative decision related to the rights of the faculty members.
- A complaint about another faculty member.
- A complaint about the immediate supervisor of the faculty member.



- Complaint against any financial decision related to the financial rights of a faculty member.
- Compliant against any academic decision regarding scientific research or promotions for faculty members.
- Suffering pressure, coercion, or an 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.
- Complain against the outcome of performance appraisal.

1.4 Establishing a committee to examine the complaints and grievances

A committee shall be established to examine the complaints and grievances of the faculty members and their peers by a decision of His Excellency the President of the University.

The said committee shall be chaired by His Excellency the Vice President for Academic Affairs and the membership of the members who will be nominated by the chairman of the committee with their legal and functional characteristics. The duration of the committee's work validity shall be one year from the date of the decision of establishment.

1.5 The Duties of the Committee Examining the Complaints and Grievances:

- Examining the complaints and grievances of the Faculty teaching staff members against the administrative decisions issued for them or the abuse of one of the university's employees.
- Achieving the principle of transparency and justice through applying a clear work mechanism that clarifies the procedures followed in complaints and grievances submitted by faculty members.
- Achieving equality and justice in a manner that does not contradict the rules and regulations.
- Limiting complaint submission against the university before the judicial authorities.
- Contributing to achieving job stability for the faculty members.
- Contributing to addressing the deficiencies in the administrative procedure that marred the decision upon grievances, (if any).



2. Complaint or Grievance Procedure:

1. The friendly reconciliation methodology comes as a first step to solving the problem. This matter is practically applied in the university customs derived from the principles of tolerant Islamic law, according to the Quran rule, “making peace is better”. Then any neutral party may intervene to reconcile the two parties to ward off the aggravation and development of the problem. Al Baha University authorizes the immediate supervisor 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 according to article no. (44) of the Higher Education Council System. 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 faculty for examination, according to his responsibility, which was determined by the regulations, according to article no. (37) Of the Higher Education Council System.
2. 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, the subject of the grievance (if any), or any documents that support the subject of the complaint.
3. The complaint or grievance should be submitted to the immediate supervisor, where the latter submits it to the Dean of the faculty and then to the relevant committee.
4. 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.
5. 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.
6. The committee carefully examines and verifies the complaint, then writes a report with appropriate recommendations and submits it to His Excellency the Rector.
7. The President of the University shall take the appropriate decision for the complaint or grievance, according to article No. (91) of the regulations governing the affairs of Saudi university employees, faculty staff members, and the like, according to the recommendations



of the Committee to examine the complaints and grievances. The faculty member and the relevant authority shall be notified about the decision taken.



Complaint Form for Teaching Staff Members

Date for Submission of the Complaints or grievance					
Date of the Complainant/ Petitioner					
Full name					
Faculty					
Department					
Academic degree	Professor	Associate professor	Assistant professor	Lecturer	Teaching assistant
Administrative Position	Dean	Vice-Dean	Head of a department	Others	None
Email				Mobile	
Data of the Complaint/Grievance					
Is your complaint about someone else?				Yes	No
If the answer is "yes", name that person, his job title, as well as the nature of your relationship with him:					
Details of the Complaint/Grievance					
Kindly provide as much details as possible. For example, what was going on, when (write down the times and approximate dates), who was there, and so on. If you need a larger space, please attach additional pages.					



How does the complaint/grievance subject affect you?		
Have you suffered from the same problem before?	Yes	No
If the answer is "yes", please provide details:		
Data related to the complaint settlement		
In your opinion, what should be done to solve this problem?		
Have you applied any procedure to solve the problem before?	Yes	No
If the answer is "yes", please describe the steps taken till now:		
Other Information		
Are there any other information that you want to add?		
Signature of complainant/petitioner		

