

Al-Baha University

Faculty of Pharmacy

Doctor of Pharmacy (Pharm. D) Program

Complaints and Grievances Manual

for Students

This manual was developed and approved by the Faculty Council based on the Complaints and Grievances Manual for Students of the University

Version: 3 (November 2023)

Prepared by:

Dr. Saleh Abderassoul

Reviewed by

Dr. Saleh Alghamdi, Dr. Jawher Abdelhak and Dr. Adel Alghamdi



Table of content

1. The Aim of the Manual	3
1.1 The specific procedure for filing a grievance before the Standing Committee for Student Rights Protection	3
2. The Regulatory Procedures to be followed in Filing Students' Grievance (Appeal Procedure)	4
3. Roles and Responsibilities of the Grievance Committee	5
Appeal Form for Students	8



1. The aim of the Manual:

A-Baha University recognizes the necessity of having clear policies and procedures regarding students' grievances, which guarantees all students their rights and ensures that the university is able to fulfill its commitments and mission.

1.1 The specific procedure for filing a grievance before the Standing Committee for Student Rights Protection:

1. If the student initiates a grievance or a formal complaint, he/she has to fill out a certain form (Form No. (1) attached in the appendix) and then submit it to the Head of the Department or Vice-Dean or the Dean.
2. The formal complaint should be written in a clear, complete, and specific manner detailing the basis of the complaint. In addition, it must be filed no later than (15) days from the date of the alleged event.
3. If the grievance is against another student, official, or faculty member, it should be addressed to the Head of the Department.
4. If the complaint is against the Head of the Department, it is directly raised to the faculty sub-committee.
5. If the grievance is against the faculty Dean or one of the Vice-Deans, it should be addressed to the Standing Committee for Student Rights Protection.
6. If the grievance occurs during the summer semester, it is directly raised to the standing committee.
7. The student is obliged to report personally at the place and time intimated by the administration, keeping in mind that if he/she fails to attend without unreasonable excuse it will waive his right to pursue a grievance.
8. Receiving a notice that contains the complaint statement with a date and number, it means that the student has already submitted his/her grievance and that it is registered in the authority's record.
9. The student has no right to raise more than one complaint for the same alleged event or incident.



10. The student will receive an official response to his/her complaint from the Standing Committee of Student Rights Protection.
11. If the student is dissatisfied with the committee's resolution, he/she may seek redress by appealing to the chairman of the committee, by filing a complaint within (15) days of receiving the notification of the committee's resolution.

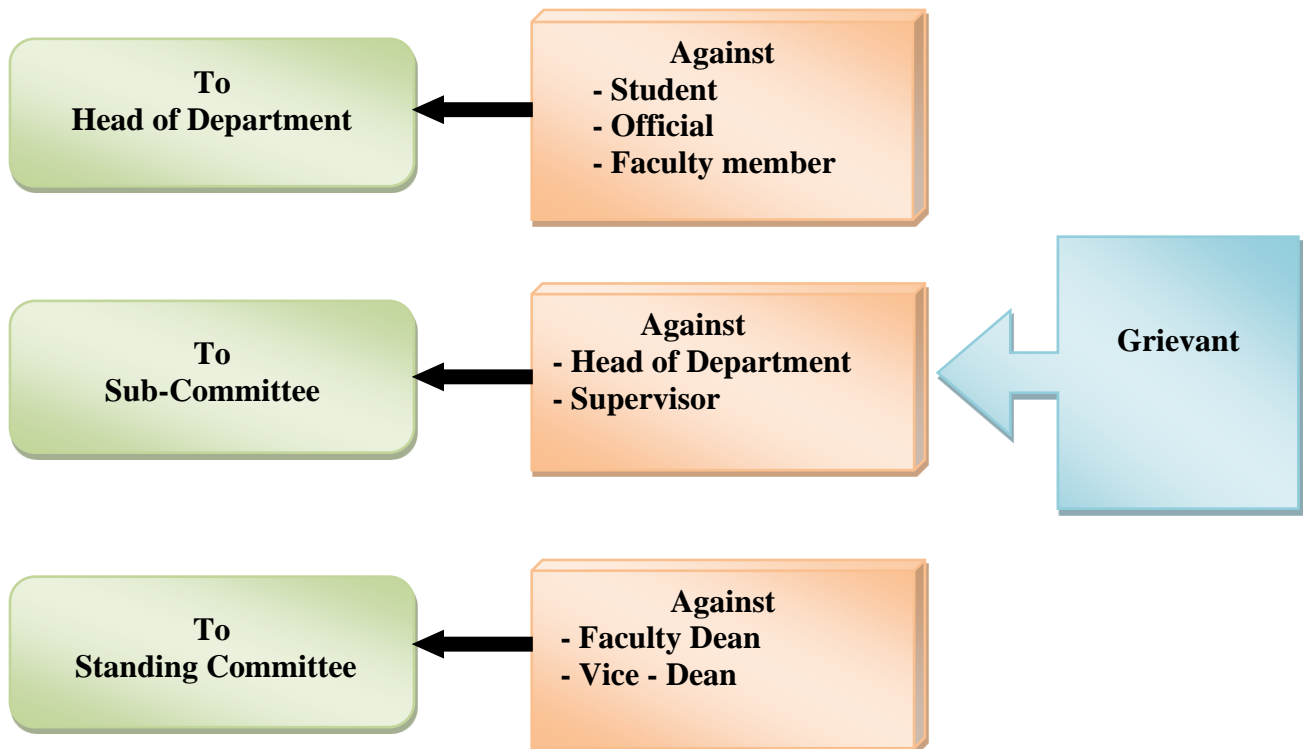
2. The Regulatory Procedures to be followed in Filing Students' Grievance (Appeal Procedure): The Specific Procedure for Appeal

The most important substantive and procedural regulations related to submitting an appeal against any decision issued by one of the University's standing committees are:

1. If a student is unconvinced of the complaint's resolution, he/she will have the option to appeal and submit an appeal application to the University's relevant person, who is the President of the University based on his authority and responsibility for approving the minutes and in accordance with the other relevant regulations (Form No.2 attached at the appendix).
2. Submit the application for appeal within (15) days of the decision's notification, if it was correctly done.
3. The appeal must be in writing by attaching all relevant documents that warrant and support it (if available).
4. Within two weeks of receiving an appeal, a meeting will be held with the committee, fairly, taking into consideration the rules of equality and justice. Also, it gives all parties an opportunity to present their cases.
5. The resolution of the University's Grievance Committee will be final, and all concerned parties shall be notified in writing within one week of the meeting of the University's Grievance Committee.



Flow Chart



3. Roles and Responsibilities of the Grievance Committee

1. To receive students' complaints.
2. The Standing Committee undertakes to create and form a committee to examine complaints and grievances; the committee has the power to make decisions in accordance with rules and regulations and subject to the approval of the Faculty Dean.
3. The Standing Committee is responsible for informing the grievant student the decision of the Standing Committee in writing, and obtain the signature of the grievant on the document.
4. If the grievance is redressed, the faculty dean shall be convey the decision in writing to the Standing Committee and all other concerned authorities.
5. If it is proven to the standing committee that the complaint is principally malicious, the committee has the right to issue its recommendations and to refer the grievant to the Standing Committee on Students' Discipline



6. The Standing Committee has the right not to accept a complaint or a grievance if it does not follow the necessary procedure for filing. Also, it has the right to refuse such a grievance that shows a lack of seriousness or insufficient evidence to prove the allegation. It also has the right to issue a reasoned decision to preserve justice, and it becomes a final decision denied to appeal after the approval of His Excellency the President of the University



Form No. 1 (Grievance Form for students)

Grievant Name		Enroll No.		National ID. No.	
Cell Phone No.		E-mail		Faculty	
Department		Specialty		Course	
Guardian's Cell phone No.		Date of Grievance		Signature	

Nature of Grievance:

.....
.....
.....
.....
.....

- I pledge to respect and accept the resolution of the grievance in accordance with the applicable rules and regulations; accordingly, I sign. Signature

To:

Faculty Dean:

Signature:

Date

- The relevant authority's Decision

.....
.....
.....
.....
.....

Name Signature Date

- Faculty Dean Remarks.

.....
.....
.....

Signature Date

Copy of completed grievance and Decision given to the student

Copy given to:

Copy given to:



Form No. 2 (Appeal Form for students)

Student Name		Enroll No.		National ID. No.	
Cell Phone No.		E-mail		Faculty	
Department		Specialty		Course	
Guardian's Cell phone No.		Date of Appeal		Signature	

Description of Appeal:

.....
.....
.....
.....
.....

• I pledge to respect and accept the Appeal Decision in accordance with the applicable rules and regulations; accordingly, I sign, Signature

To:

Faculty Dean: Signature: Date

The relevant authority's Decision

.....
.....
.....
.....
.....

Name Signature Date

• Faculty Dean Remarks.

.....
.....
.....

Signature Date

Copy of completed appeal and Decision given to the student

Copy given to:

Copy given to:

