



College of Pharmacy

Complaints and Grievances

Complaints and Grievances

Introduction

This procedure deal with the complaints and grievances submitted by the recipient of the service to protect their rights by the laws and rules. This mechanism aims to achieve greater satisfaction to the recipient of the service on the services provided to them. In addition, it solve the problems facing the faculty members, administrators, technicians and students with all fairness and transparency. Moreover, it aims to benefit from the suggestions and ideas of the service recipient to improve and develop the services and performance.

First: Mechanism for dealing with Students' complaints and grievances

- 1- Complaints are placed in the college's complaints and suggestions box, or it is sufficient to submit complaints in sealed envelopes to the program coordinator or the college's representative for academic affairs, or send them via the college's e-mail for complaints on the college's website.
- 2- Complaints boxes are opened and complaints are collected on a weekly basis, as well as those that were sent in sealed envelopes to the program coordinator or the college's vice president for academic affairs, or that were sent via the college's e-mail for complaints on the college's website page.
- 3- Complaints are sent to those involved in the college as soon as they are received
- 4- Complaints are examined and all problems that can be dealt with in a friendly or official manner are decided quickly, taking into account the complete confidentiality of the complaint (the name and data of the complainant are kept with the Complaints and Grievances Committee)
- 5- Complaints that require a response from the scientific departments are submitted to the department heads, provided that the response is through the head of the department within a period not exceeding 15 days.
- 6- In the event that complaints are not resolved by the scientific departments, they are referred to the dean of the faculty

- 7- The committee collects complaints responses and sends them to the owners through its registered means of complaint owners.

Second: Mechanism for dealing with students' grade grievances

1. Students have a right to object to a midterm or final exam grade if they believe it does not correctly reflect their performance in the exam within a week from his exam
2. Students should discuss the grade with the course instructor.
3. If the matter is not resolved with the instructor, the grievance should be discussed with the department head.
4. If the matter is still not resolved, it should be discussed with the dean.
5. The dean raise the issue to the head of department to for a committee from 3 staff members of the same specialty to revise the papers of the student and decide the grade and the decision will be final.
6. If the matter remains unresolved, the student may appeal the issue to the standing committee on grade appeals at the students' cases committee in Najran university.

The student may object to the score of the midterm exam within a week of briefing on his/her exam paper. In case of inconvenience of the instructor's reply, the student reports his objection to head of department (or vice-dean for academic affairs if the head of department is the course's instructor) to consider reevaluating student's answer and assigning the appropriate faculty member within a week of submitting the request. In this case, the decision is final

Third: Financial Aid Appeal:

Students have a right to complain from and appeal against a financial aid decision.

Forth: College Complaints Committee

The college complaints and grievances committee consists of the dean or vice dean for academic affairs as a chair, and the department heads as members, in addition to the vice dean for quality and development

Complaint or grievance form

Complaint No. ()

Basic information

Name : -----

Program: -----

Level : -----

Email : -----

Mobile : -----

Note: The name is written, and when the student requests confidentiality, the complaint number can be substituted for the name

The content of the complaint or grievance

Have you taken any action on your complaint (for example, you spoke with your course coordinator or the person responsible for providing the service about the subject of your complaint)

What is your suggestion to solve your complaint?

Date:

Signature: