



<b>Policy Title :</b>	<b>Student Grievance and Appeals</b>				
<b>Policy Number:</b>	UPM.VRAA.SA.PP.01	<b>Version</b>	1.0	<b>Effective Date</b>	Spring 2019-2020

### Policy Statement:

University of Prince Mugrin (UPM) is committed to providing a safe, fair and productive environment to students, faculty and staff members.

### Purpose:

This policy governs the rules, regulations and procedures followed in students' grievances and appeals about their experience at UPM.

### Scope:

1. Rector's Office
2. Academic Affairs
3. Student Affairs
4. Executive Affairs
5. Students/Prospective Students

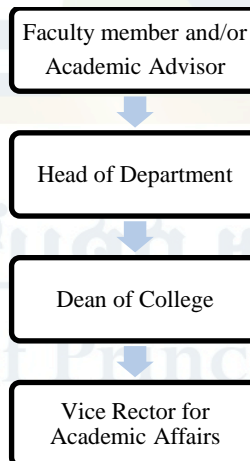
### Policy Statement:

1. A student has the right to peruse a grievance if he or she believes that a University member has violated his or her rights.
2. A student has the right to peruse a grievance if she was discriminated on the basis of authority, age, religion, race, color, or disability.
3. A student has to seek the advice of the concerned person, academic advisor, head of department, and Dean of Student Affairs.
4. A student has the right to first try to resolve the issue informally. If the case was not resolved, a student has the right to file a formal grievance/appeal by filling out the "Student Complaint Form". Form can be obtained from Head of Department's Office, College Dean's office, or the Office of Student Affairs.
5. A student who intends to file a grievance/appeal to solve any issue, must do that within four (4) weeks of the dispute or issue date.
6. Students must adhere to the deadlines assigned in this policy.



### Academic Grievance

- A. A student has the right to appeal decisions that impact his or her academic standing or progression, when the grounds for an academic appeal are met on the basis of quality of work, personal bias or unfair treatment, course management and/or exceptional circumstances.
- B. A student has the right to peruse an academic grievance if she believes a problem is arising about:
- Grading and/or course- related assessment;
  - Student academic progress;
  - Course Registration;
  - Breaches of academic integrity;
  - Administrative operations or decisions related to academic matters.
- C. A student must follow the correct channel of authority when trying to resolve an academic complaint, as shown below:



- D. *Informal Attempts at Resolution:* the student first should attempt to resolve the matter, orally or in writing, with the instructor. Within one week of the contact by the student, the instructor and the student shall make a good faith effort to resolve the grievance. Should the instructor be on extended leave or no longer employed by the university, the faculty advisor that is assigned to the student will act for the instructor.

If *no* resolution can be made between the student and instructor, the student should discuss the matter, orally or in writing, with the faculty advisor. If no resolution results, the student should consult with the head of the relevant department or program. At this stage, the Head



of Department may inform the dean that the consultation is taking place and may solicit his or her advice on how to ensure that adequate steps are taken to achieve a fair result. Efforts should be made to resolve the issues at an informal level without the complaint escalating to the status of a formal grievance.

E. *The Filing of the Grievance:*

- i. If the grievance is not resolved to the satisfaction of both parties, the student needs to fill the Student Complaint Form precisely and he/she specifically state the reasons for the appeal with supporting documents attained. The student need to submits the Academic Appeal Form to the Head Department. If the Head of Department is not the instructor, then the head of department will review the academic appeal and may request additional information if needed. The Head of Department will act as a mediator between the instructor and student to resolve the academic appeal.
  - ii. If a resolution is not achieved at the head of department level, and the student wishes to continue the grievance process, the student must present the grievance to the dean of the college within two weeks of the head of department's decision.
  - iii. Within two weeks of contact by the student, the dean shall investigate the grievance and attempt to find a mutually agreeable solution. If such a solution cannot be reached, the dean shall weigh the facts and any evidences or testimonies. The dean will send a written recommendation which states his/her reasoning in the matter to the student and instructor, within two weeks of having concluded the hearing. Within two weeks, both instructor, and student must notify the dean of the college or administrative supervisor in writing of their acceptance or rejection of the recommendation.
  - iv. If a resolution is not reached, the student has the right to submit the grievance/appeal to the Academic Grievance Committee (AGC) via the VRAA within two weeks.
  - v. If the AGC decides by a majority vote at a meeting that there is no need for a hearing to resolve the academic appeal, the process ends.
  - vi. If the AGC decides by a majority vote at a meeting that there is a need for a hearing, a formal hearing will be scheduled within two weeks after the notice. And the student and instructor are notified in writing.
7. In either case, the student and the instructor, will be notified in writing within one week of the Committee's decision. Copies of the minutes of the AGC meeting shall accompany the notification of the decision.
  8. If the AGC resolves the academic appeal, the committee chair must write the final decision.
  9. A copy of the Academic Appeal Decision must go to the College Dean and the Vice Rector for Academic Affairs.



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10. The concerned instructor must comply with the decision taken at any level in regard to changing the grade or keeping it if the appeal was related course grade.
11. Decisions reached through this process are final and may not be appealed.

### Non – Academic Grievance/Appeal

- A. A student has the right to appeal to the Student Affairs (SA) for the following reasons:
  - University facilities;
  - University services;
  - Student- student dispute;
  - Student- faculty dispute;
  - Student – staff dispute.
- B. The Dean of Student Affairs is responsible of determining whether the grievance/appeal will be further investigated.
- C. The Dean of Student Affairs' office is responsible of contacting the student within two weeks to update her about the status of his or her grievance/appeal.
- D. The Dean of Student Affairs' office is responsible of contacting the Student Affairs Grievance Committee (SAGC) to set up a meeting about the student's grievance/appeal.
- E. The Chairperson of the SAGC is responsible of:
  - Holding a hearing within 15 working days to convey a decision;
  - Reviewing and communicating the grievance/appeal to the SAGC members for their recommendations;
  - Notify the grievant, the respondent, and the respondent's respective department chairperson of the actions on the grievance/appeal.
12. If the student is not satisfied with the SAGC decision, he or she has the right to direct the case to the University Council.
13. UPM treats students' grievances/appeals as confidential documents among all stages of the process; only individuals involved in the decision-making process will access the documents. However, when needed, the student will remain anonymous to protect the student's welfare.
14. Any student, who initiates a fake grievance/appeal based on incorrect pieces of evidence, is subject to disciplinary action.
15. Any student, faculty or staff member who, during the investigation process, provides any false information related to any grievance/appeal is subject to disciplinary action.



**Procedure(s) that apply:**

**Part A: Academic Grievance\Appeal**

No	Procedure	Responsibility of
1.	Discuss the complaint/appeal with the concerned instructor and/or academic advisor.	Student
2.	If the case is resolved: closes the case with instructor.  If the case is not solved: completes the “Student Complaint Form” and directs the appeal to the next appropriate level (Head of Department)	Student
3.	Investigates and tries to solve the case with the student and the concerned instructor	Head of Department
4.	If the case is resolved: informs the instructor and student of final decision and completes “Student Complaint Form” with action taken and keeps record of the complaint in the Head of Department’s Office.  If the case is not solved: directs the “Student Complaint Form” directs the appeal to the next appropriate level (Dean of the concerned college or Dean of Educational Services)	Head of Department
5.	Investigates to solve the complaint with the student and the concerned Head of Department	Dean of College or Educational Services
6.	If the case is resolved: informs the instructor and student of final decision and completes “Student Complaint Form” with action taken and keeps record of the complaint in the Head of Department’s Office.  If the case is not solved: directs the “Student Complaint Form” directs the appeal to VRAA’s Office	Dean of College or Educational Services
7.	Investigates to solve the complaint with the student and the concerned Head of Department and Dean.	VRAA
8.	If the case is resolved: informs the instructor and student of final decision and completes “Student Complaint Form” with action taken and keeps record of the complaint in the Head of Department’s Office.	VRAA



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No	Procedure	Responsibility of
	If the case is not solved: calls for AGC meeting	
9.	Investigates and makes a decision	AGC
10.	Completes “Student Complaint Form” with action taken and informs the student of the final decision	Chair of AGC
11.	Keeps record of the complaint and sends a copy of the form that includes the final decision to the respective head of department for archiving.	VRAA’s Office Manager

**Part B: Non-Academic Academic Grievance\Appeal**

No	Procedure	Responsibility of
1.	Discuss the complaint/appeal with the concerned UPM members and/or academic advisor.	Student
2.	Investigates and tries to solve the case with the student and the concerned instructor/admin/ student	Student affairs
	If the case is resolved: closes the case with instructor/admin/ student If the case is not solved: completes the “Student Complaint Form” and directs the appeal to the Disciplinary committee	Student affairs
	Investigates and tries to solve the case with the student and the concerned instructor/admin/ student	Disciplinary committee
3.	If the case is resolved: closes the case with instructor/admin/ student If the case is not solved: completes the “Student Complaint Form” and directs the appeal to the Student Affairs Grievance Committee (SAGC)	Student affairs
4.	Investigates to solve the complaint with the student and the concerned instructor/admin/ student	Student Affairs Grievance Committee (SAGC)
5	If the case is resolved: informs the student of final decision and completes “Student Complaint Form” with action taken and keeps record of the complaint in the Head of Department’s Office.	Student affairs
	If the student is not satisfied with the SAGC decision, he or she has the right to direct the case to the University Council.	Student

Department: -----  
Deanship: Student Affairs  
College/Program: -----  
University Vice Rectorate: Academic Affairs



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**Related Form(s)**

1. Student Complaint Form

**Related Policy(ies):**

N/A

**Reference(s):**

1. VRAA Office for Academic Grievance\Appeal


**Policy History:**

1. 18.07.2019 (Initial Release)

**Contact(s):**

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**Approvals:**

<b>Submitted By:</b> (signed)	 Dr. Saeed Alqhatani	<b>Approved By:</b> (signed)	 Dr. Nabil Al-Rajeh
<b>Position:</b>	Vice Rector for Academic Affairs	<b>Position:</b>	Rector
<b>Date:</b>	17-02-2020	<b>Date:</b>	17-02-2020

Department: -----  
Deanship: Student Affairs  
College/Program: -----  
University Vice Rectorate: Academic Affairs



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**Student Complaint Form**

Before making a formal complaint, students should first read the Student Grievance\Appeal Policy

Student Name: _____	ID #: _____	
Program: _____	Year: _____	
Semester: _____ AY _____	Mobile: _____	
Type of Complaint	Academic	Non-Academic

1. Describe your complaint, remember to include date, time, location, description of the occurrence, names of people present. (attached additional pages if necessary)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. What steps have you already taken to resolve your complaint?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Action being requested:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Department: -----  
Deanship: Student Affairs  
College/Program: -----  
University Vice Rectorate: Academic Affairs



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**For official use:**

1. Complaint received by:

Name: \_\_\_\_\_ Department: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

2. Action taken by (within one week of the complaint)

Name: \_\_\_\_\_ Department: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Action:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Action taken by (within two weeks of the complaint)

Name: \_\_\_\_\_ Department: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Action:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. The Vice Rector for Academic Affairs (VRAA) / Dean of Student Affairs sends written notice of findings to complainant within 4 weeks of complaint being filed.

Action:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_