



جامعة الفيصل
Alfaisal University

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Student Grievance Policy (non-academic complain)

Introduction

A grievance arises when a student believes, based on established administrative policies and procedures, that he or she has been treated in an arbitrary or capricious manner by a university department, faculty or a representative of the university.

- * For academic grievance refer to Alfaisal Code of Student Conduct.

Policy

Students may initiate a grievance for any of the following actions:

- A grievance of personal misconduct towards the student by a faculty member or other university employee when a student believes he or she has been the subject of inappropriate behavior outside of the employee or student role and duties within the university.
- Act of threat of intimidation or harassment.
- Act or threat of physical aggression.
- Verbal abuse of any sort.

If a situation is to arise in which a student is unable to resolve his or her grievance informally, the university's formal grievance process may be employed. This process, outlined below, should also be initiated within 15 days of the incident.

Procedure

Step 1

A formal grievance is presented in writing to the Counseling Office. This written grievance must include the following:

- Name, address and phone number of the person submitting the grievance.
- A report of the incident.
- Identification of the office or individual against whom the grievance is brought.
- A description of the specific action or individual behavior resulting in this grievance.
- The date or period of time in which the behavior occurred and the location of the incident.
- A listing of all individuals who witnessed any part of the incident in dispute.

Step 2

- Upon receipt of the formal grievance, student affairs (counseling office) will inform the HR or SA about the case and will forward all the documents regarding the case.
- HR and Student Affairs Deanship are authorized to perform investigation or issue a penalty.
- Student Affairs (counseling office) must follow up the case and ensure that justice is met.
- The Counseling Office will inform the student about the results of the decision.
- If the student is not satisfied with the resolution and it is not convincing, the Student Affairs will carry on the case with the student to the provost office.
- The appeal committee will contain representative from Student Affairs Deanship, one faculty member and a representative from HR department.