

## **Student complaints (non-academic)**

The Student Affairs Department aims to work to preserve the rights of students in the university in accordance with the regulations and policies adopted in it, working to guide students, and awareness to work to reduce student complaints.

The Student Complaints System (non-academic) specifies the procedures that a student can follow in the case of unfair and inappropriate treatment by a member of the university community in relation to non-academic matters, including non-academic complaints and objections (e.g. verbal or physical harassment). , Threatening, or disruptive or arbitrary behavior on campus, as well as access to unauthorized information and data, and violation of university policies and regulations), which entail penal decisions according to the incident as described in the Manual.

The applicant must be registered at the University, and must abide by the regulations and regulations in force at the Ministry of Higher Education, and follow the instructions governing this, such as filling in the forms for student complaints, and the student should not be among the students against whom a decision to stop the study or dismissal from the university. The case shall be the subject of the complaint on the campus or in the dormitories of female students of the University.

### **- Informal settlement method**

The student should try hard at first to ascertain the nature of the matter to be complained about, and resolve the matter informally through discussion with the party concerned. Therefore, in the absence of visibility on the subject of the dispute or problem or not sure that it is worth the complaint If not, he should discuss the matter with the student / employee in the Student Affairs Department. If no solution is found, it will be referred to the formal settlement method.

- **Formal settlement method.**

1. Fill in the official form by the student within (14) days from the date of the incident, including the following data: the subject of the complaint, the individuals involved in the dispute, the date and place of the incident.
2. The student concerned in the Student Affairs Department shall consider the subject of the complaint and shall refer it to the Director of the Department, and from there to the concerned party, in a private and confidential manner.
3. All complaints related to the complaint shall be kept with the concerned employee and a copy with the Director of Student Affairs Department.
- 4.

- **Withdraw the complaint.**

The student has the right to withdraw the complaint if it is still in the process of being investigated and before being officially informed of the decision.

- **Privacy**

All information about complaints is treated with complete privacy and confidentiality, whether in registering, investigating, circulating, or communicating it to related parties.

- **Disciplinary action and appeal**

Disciplinary decisions issued against a student shall refer to the Student Conduct Regulations and to the relevant provisions of the Student Housing Regulations, which can be found in this manual in a comprehensive and detailed manner.

If the student is not convinced of his / her decision regarding the penalty, he / she may only appeal once a sanction has been imposed, if there is any reason to believe that he / she has been treated incorrectly, unfairly, negligently, or in violation of university policies provided that:

1. Provides additional information or new evidence supporting his case.
2. Fill in (a general grievance form) located in the Department of Student Affairs, and the student submits the form - accompanied by supporting documents for his case - to the Director of the Department of Student Affairs, who submits the matter to the President of the University. The public grievance form must be submitted within seven days of the date of the previous decision on the incident. The reasons for the grievance include:

- ☐ Mistake in applying or interpreting the list of allegations of violation.
- ☐ Discover new substantial facts that were not available at the time of hearing.
- ☐ The disciplinary penalty incompatible with the offense committed, and this rule applies only in the absence of a policy or regulation currently controlling the offense.
- ☐ Harmful procedural errors in the course of justice, during the disciplinary hearing or hearing.

The Vice Chancellor may, if he deems it appropriate, form a new committee to consider the complaint again. The committee shall submit its recommendations to the Rector. The grievance shall be considered as an individual complaint (submitted by one person and not from several persons) and shall be signed by the grievance student. In no case are collective grievances allowed.