



كلية العلوم والدراسات الإنسانية برماح
College of Sciences & Human Studies at Rumah



جامعة المجمعة
Majmaah University

Complaints and Grievances

English Language Department

1441-1440





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1. Introduction

English Language Department is one of the departments at the College of Science and Humanities in Rumaah. The English Language department was established in the academic year 2011-2012 and has offered language courses for all majors in the College of Science and Humanities in Rumaah. The department has begun to establish a good contact with the other English departments at the local Universities to make use of their experience and have a promising start. The major objective of the department is to elevate the English language proficiency of the students. The English language courses of the Department introduces students to the fundamental skills that are essential for them as second language learners and communicators.

The program thus utilizes customized strategies and provide specific instructional materials and prepare the students for real life tasks. The classroom conditions engage students in critical and creative thinking skills; the methodology focuses on practical application of modern techniques, measured progress, and repeated exposure. A set of customized and validated measurement tools such as tests, quizzes, class discussions, and assignments- both face-to-face and online record students' progress periodically.

The department seeks to provide students with a rich English environment where both native and semi-native English speakers provide the students with ample learning opportunities to cultivate good communication skills. The courses have been designed to help students transition from high school to undergraduate programs that place heavy demands on all four communication skills, namely, reading, writing, listening, and speaking. The teaching faculty of the English Language Department is well qualified with experience ranging from four to more than twenty years.





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Dean's
Message



2. Dean's Message

It is my great pleasure to welcome you to the English language Department. Also, it is my pleasure to congratulate you on choosing the College of Science and Humanities at Rumaah to fulfill your education and career goals.

Our college is one of the edifices of this generous country. It has spared no effort through its graduates, students, and faculty members in contributing to the development and prosperity witnessed by Saudi Arabia. The College of Science and Humanities at Rumaah is one of twelve faculties that convene Majmaah University. It is the latest one among the twelve. The Faculty was founded in 1431H. The following specialties are available in the faculty: English language Department, Business Administration department and Islamic Studies department for boys and girls. The curriculum teaching is performed by distinguished teaching staff members who care for elevating the general level of the College by encouraging and supporting scientific research and contribute to the comprehensive academic construction process to the faculty of male and female students.

I sincerely invite you, to learn more about all features of the program.

Best Regards

**The Dean of the College
Dr. Bandar Bin Abdul Aziz Al-Yahiya**





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3. Head's Message

In the name of Allah, the Merciful,

Praise to Allah, Lord of the Worlds, and prayers and peace be upon the most honorable creation Muhammad, peace and blessings be upon him.

Welcome to the English Language Department

This guide includedes the main features, which gives a clear picture for those who wanted to get acquainted with the department closely. This guide consisted of a vision, mission, and goals of the department, as well as working committees, graduate specifications, career opportunities, and a description.

Dear readers, as you know that English language has become an indispensable requirement in all branches of knowledge and the labor market, and from here the English language department was opened in the governorate of Ramah under the directives and follow-up of the University President Dr. Khaled bin Saad Al-Muqrin - may God bless him. The Department was established in 2010-2011, the department was keen to provide the opportunity for its students to be properly established in an academic and scientific atmosphere that fill up to their expectations, fulfils their ambitions, and establishes for further and critical thinking in line with the university's goals.

The department has a constellation of distinguished faculty members with diverse experiences, whom the university administration was keen to select with precision and eagerness to be the best ambassadors to transfer knowledge to our students.

Head of English Language Department

Dr. Nouf Abdullah Alkarzae





visions

4. Visions

4.1 University Vision

To work according to the principle of integration and establish the concept of modern management

4.2 College Vision

Providing distinguished educational and research programs through study programs and plans of quality standards and academic accreditation in order to qualify national cadres capable of serving society, enhance professional responsibility, and meet the needs of the local labor market, and the framework.

4.3 Department Vision

To achieve distinction and leadership academically and professionally according to a theoretical and practical method keeping pace with the times and satisfying society needs and scientific research requirements.





mission 5.

Missions

5.1 University Mission Statement

To offer educational programs with high quality as well as funding all types of research projects and social initiatives that contribute in achieving the sustainable development. We also committed to instil the concept of patriotism and educate students about the culture and heritage of the country.

5.2 College Mission Statement:

To provide high-quality educational and research programs through academic programs and plans that observe the criteria of quality and academic accreditation for preparing national leaders able to serve the society and to enhance the concept of professional responsibility and meet the needs of the job market both locally and regionally.

5.3 Department Mission Statement:

Providing an integrated academic and professional training program in the domains of English Language, Literature, Linguistics, and Translation; alongside a constant endeavour to promote scientific research, community service and inter/cross-cultural communication, world peace and tolerance.

6. Goals

6.1 University Goals

The University goals are as following:

1. Show Islamic values and ethics in all treatments.





2. Deliver the information to the public quickly and easily and respond to their inquiries.
3. Establish the principle of cooperation where each individual be part of an integrated system.
4. Care for confidentiality in all aspects of treatments and transactions.

6.2 College Goals: The College goals are as following:

1. Completion of the administrative structure of the College.
2. To attract a sufficient number of teaching staff.
3. Providing a stimulating Environment for academic and administrative work.
4. Improve its educational processes.
5. Achieving excellence in education, scientific research, and community service.
6. To get the academic recognition of the College.
7. To adopt and develop standards that achieve and ensure quality performance and output.

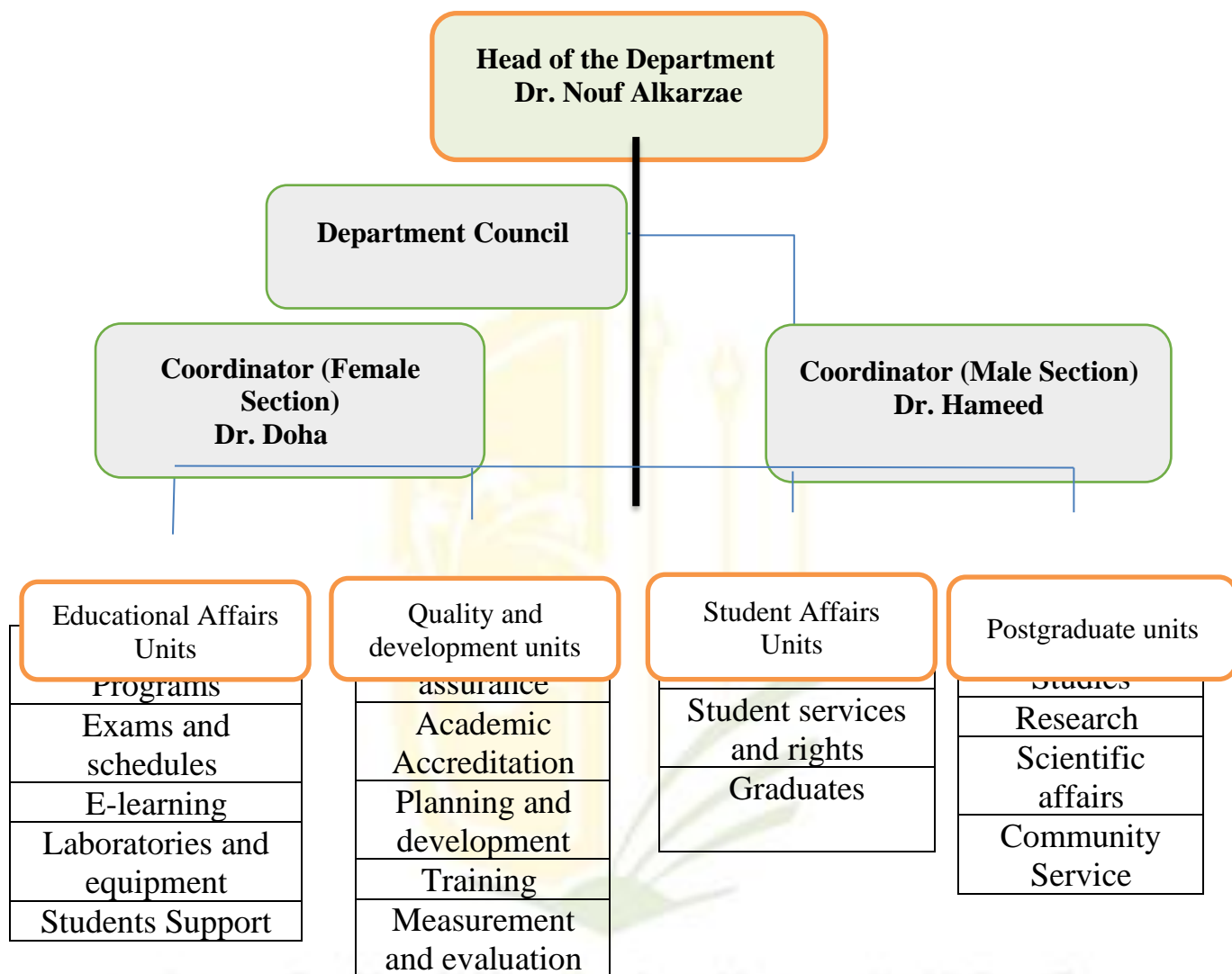
6.3 Department Goals: The department goals are as following:

1. Preparing and training competent graduates to cater for the job market needs in the field of English Language and Applied Linguistics, Translation and Literature.
2. Producing fluent speakers, good writers, thoughtful readers and critical thinkers with pertinent technology awareness.
3. Enriching academic research in the domains of English language and Literature, Descriptive and Applied Linguistics, Translation and Socio-cultural Studies.
4. Providing community services in terms of general proficiency and ESP English language courses (e.g., diplomas, public lectures, social activities, visits and tours, particular consciousness-raising campaigns, etc.)
5. Fostering an academic and social environment, which raises both students and faculty consciousness of the latest developments in their relevant fields.





7. Department Chart





Student complaints and grievances are received through:

- **Male and Female Students Complaints box**
- **Complaints and Grievances Form**
- **Academic Advisor**
- **Department Coordinators**
- **The Head of the Department**
- **Colleges Vice Deans**
- **The Dean**

DEFINITIONS

1. **Grievance:** A written complaint filed by a faculty or academic staff member against a faculty member and or an administrator of the College / University alleging a violation of University / College policy or established practice e.g. improper, arbitrary, or discriminatory application of university rules, regulations, standards, practices, and/or procedures relating to the conditions of employment or to other circumstances giving proper grounds for complaint.





2. Faculty member: A person with a paid University appointment at the rank of professor, associate professor, assistant professor, lecturer or instructor.
3. Administrator: A person appointed as the head of an administrative unit, director, department chair, dean, or separately reporting director.
4. Policy: A written statement of principles and procedures that govern the actions of faculty, academic staff, and administrators, including written rules, bylaws, procedures, or standards.
5. Practice: Actions taken by the administrator within an administrative or academic unit based on customs or standards in that unit which are usually unwritten but of long-standing duration, and for whose existence the grievant can offer evidence.
6. Student: A person who is studying at a school or college.
7. Violation: A breach, misinterpretation, or misapplication of existing policy or established practice.

This mechanism for examining the complaints includes the following:

1. Providing clear procedure for handling the complaints.
2. Directing the teaching staff members and students, to submit their complaints without fear of abuse or punishment.





3. Handling the complaints in a timely & appropriate manner while taking into consideration the seriousness and nature of the complaints.
4. Applying confidentiality, integrity and impartiality to solve the complaints.
5. It is equally applied to all faculty members and students.

What is a complaint?

It is written grievance submitted to a university administration official about activities or decisions directly related to work and directly or negatively affects the complainant belonging to the faculty members and students.

What are the reasons that lead to complaints or grievances?

1. Any administrative decision related to the rights of the faculty members or students.
2. A complaint about another faculty member or students.
3. A complaint about the immediate supervisor.





4. Complaint against any financial decision related to the financial rights (faculty member).
5. Compliant against any academic decision
6. Complain against the outcome of performance appraisal.

Complaints and Grievances Committee

The committee was established to examine the complaints and grievances of the faculty members. The Duties of the Committee includes:

1. Examining the complaints and grievances
2. Achieving the principle of transparency and justice through applying a clear work mechanism that clarifies the procedures followed in complaints and grievance.
3. Achieving equality and justice in a manner that does not contradict the rules and regulations.

Grievances and Complaints Unit

Name: Dr. Nouf Alqarzai

Post: Head of Unit





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