



جامعة المجمعة
Majmaah University

كلية العلوم
قسم الفيزياء

Complaints and Grievances Manual

Physics Department,
College of Science,
Majmaah University

Title:	Complaints and Grievances Manual
Version:	1
Date:	26/2/2026
Session Number:	13
Recommended:	Physics Department Council
Approved by:	Head of the Physics Department Dr. Mansour Alhabardi

Contents

1. Introduction	4
2. Purpose and Strategic Objectives	4
2.1 Purpose	4
2.2 Strategic Objectives	4
2.2.1 Promote Equity and Procedural Fairness	4
2.2.2 Protect Stakeholder Rights	5
2.2.3 Ensure Timely Conflict Resolution	5
2.2.4 Support Continuous Quality Improvement	5
3. Regulatory and Legal Framework	5
4. Definitions and Terminology	6
5. Organizational Structure of the Complaints Committee	6
5.1 Composition	6
5.2 Appointment	6
5.3 Term of Membership	7
5.4 Quorum and Voting	7
5.5 Independence Safeguards	7
6. Scope of Complaints	7
6.1 Student-Related Complaints	7
6.1.1 Academic Issues	7
6.1.2 Instructional Quality	8
6.1.3 Behavioral Misconduct	8
6.1.4 Administrative Issues	8
6.2 Faculty and Staff Complaints	8
6.2.1 Administrative Decisions	8
6.2.2 Academic Evaluation	8
6.2.3 Professional Conduct	9

7. Grievance Settlement Mechanism	9
7.1 Path 1: Informal Resolution	9
7.2 Path 2: Formal Resolution	9
7.2.1 Submission	9
7.2.2 Admissibility Screening	10
7.2.3 Investigation	10
7.2.4 Committee Deliberation	10
7.2.5 Reporting	10
7.2.6 Decision and Notification	11
8. Appeal Process	11
9. Responsibilities of the Complaints Committee	11
9.1 Objectivity and Neutrality	11
9.2 Confidentiality	11
9.3 Non-Retaliation Protection	12
9.4 Documentation and Archiving	12
10. Performance Monitoring and Quality Indicators	12
11. Risk Management and Compliance	12
12. Policy Review and Amendment	13
13. Authorization	13

1. Introduction

The Physics Department is committed to fostering a professional academic environment founded on transparency, procedural justice, integrity, and mutual respect. This manual establishes a structured and legally aligned grievance management system that ensures:

- Fair and impartial treatment of all stakeholders.
- Protection of academic and professional rights.
- Clear documentation and accountability mechanisms.
- Continuous quality enhancement based on systematic feedback.

The grievance system functions not merely as a corrective mechanism but as a strategic quality assurance tool aligned with institutional governance and accreditation standards.

2. Purpose and Strategic Objectives

2.1 Purpose

To regulate the submission, documentation, review, resolution, and archiving of complaints within the Physics Department in a manner consistent with university policies and best governance practices.

2.2 Strategic Objectives

2.2.1 Promote Equity and Procedural Fairness

- Ensure consistent application of academic and administrative regulations.
- Prevent arbitrary decision-making.
- Standardize case-handling procedures.

2.2.2 Protect Stakeholder Rights

- Guarantee the right to file complaints without fear of retaliation.
- Ensure confidentiality and due process.
- Provide written justification for all decisions.

2.2.3 Ensure Timely Conflict Resolution

- Establish defined timelines for each procedural stage.
- Encourage informal resolution where appropriate.
- Escalate unresolved cases systematically.

2.2.4 Support Continuous Quality Improvement

- Analyze grievance trends annually.
- Identify recurring academic or administrative weaknesses.
- Recommend policy revisions based on documented evidence.

3. Regulatory and Legal Framework

This manual operates under and must comply with:

1. Study and Examination Regulations (grading, appeals, academic probation).
2. Student Discipline Regulations (behavioral violations and sanctions).
3. University Employment and Labor Policies (faculty and staff rights).
4. Institutional Ethics and Integrity Codes.
5. National Higher Education Governance Standards.

In case of conflict between this manual and higher-level university regulations, university regulations prevail.

4. Definitions and Terminology

Term	Definition
Grievance	A formal written complaint alleging unfair treatment, regulatory violation, procedural error, or misconduct.
Complainant	A student, faculty member, or staff member submitting a grievance.
Respondent	The individual or entity against whom the grievance is filed.
Violation	A confirmed breach of university policy, academic regulation, or professional ethics.
Informal Resolution	A non-binding attempt to resolve disputes through dialogue or mediation.
Formal Resolution	A structured investigation conducted by the Departmental Complaints Committee.

5. Organizational Structure of the Complaints Committee

5.1 Composition

- Three (3) faculty members.
- One (1) administrative secretary (non-voting member).
- At least one member must not belong to the same specialization as the respondent (to avoid conflict of interest).

5.2 Appointment

- Members nominated by the Head of Department.

-
- Ratified by the Department Council.
 - Conflict-of-interest declarations required before case review.

5.3 Term of Membership

- Two academic years.
- Renewable once.
- Early termination only by formal departmental resolution.

5.4 Quorum and Voting

- Minimum presence: 50% + 1 of voting members.
- Decisions by simple majority.
- In case of tie, the Committee Chair holds casting vote.

5.5 Independence Safeguards

- Members must recuse themselves if personally involved.
- External reviewer may be appointed in complex cases.

6. Scope of Complaints

6.1 Student-Related Complaints

6.1.1 Academic Issues

- Grade disputes (calculation error, marking inconsistency).
- Laboratory evaluation fairness.
- Academic probation decisions.
- Supervisory negligence in projects or theses.

6.1.2 Instructional Quality

- Inadequate course delivery.
- Failure to meet syllabus requirements.
- Unavailability of office hours.
- Laboratory safety concerns.

6.1.3 Behavioral Misconduct

- Harassment or discrimination.
- Unprofessional treatment.
- Breach of academic integrity procedures.

6.1.4 Administrative Issues

- Registration errors.
- Delayed documentation.
- Withheld academic records.

6.2 Faculty and Staff Complaints

6.2.1 Administrative Decisions

- Teaching load distribution.
- Contractual disputes.
- Financial entitlement delays.

6.2.2 Academic Evaluation

- Promotion committee irregularities.
- Biased performance appraisal.
- Research recognition disputes.

6.2.3 Professional Conduct

- Workplace harassment.
- Pressure to alter academic results.
- Ethical violations.

7. Grievance Settlement Mechanism

7.1 Path 1: Informal Resolution

Step 1: Direct Dialogue

- Complainant communicates directly with respondents.
- Must occur within 5 working days of incident (recommended).

Step 2: Academic Advisor Mediation

- Advisor facilitates neutral discussion.
- Summary note recorded (non-binding).

Step 3: Department Head Mediation

- Formal mediation meeting.
- Written reconciliation agreement if resolved.

Timeframe: Maximum 7–10 working days.

7.2 Path 2: Formal Resolution

7.2.1 Submission

- The complaints box located in the department corridor.
- Official Grievance Form required.
- Submitted via official department email. m.alhabradi@mu.edu.sa

- Must include:
 - Description of incident.
 - Evidence attachments.
 - Requested remedy.
- Deadline: Within 10 business days of incident.

7.2.2 Admissibility Screening

- Committee verifies:
 - Jurisdiction.
 - Completeness of documentation.
 - Timeliness.

7.2.3 Investigation

- Written response requested from respondent (within 5 days).
- Evidence collection.
- Witness interviews (if necessary).
- Review of policies and grading rubrics.

7.2.4 Committee Deliberation

- Closed session.
- Evidence-based analysis.
- Determination based on "preponderance of evidence" standard.

7.2.5 Reporting

- Written report including:
 - Case summary.

- Findings.
- Policy references.
- Final recommendation.

7.2.6 Decision and Notification

- Department Head issues official decision.
- Written notification sent within 10 business days of final review.

8. Appeal Process

If dissatisfied, the complainant may:

1. Submit written appeal within 5 business days.
2. Appeal escalated to College-level committee.
3. College decision considered final at departmental level.

Appeals must be based on:

- New evidence.
- Procedural error.
- Clear misapplication of regulations.

9. Responsibilities of the Complaints Committee

9.1 Objectivity and Neutrality

- Avoid bias.
- Base decisions strictly on documented evidence.

9.2 Confidentiality

- Restrict access to case files.

- Secure digital archiving.
- No public disclosure without authorization.

9.3 Non-Retaliation Protection

- Monitor for adverse consequences.
- Report retaliation cases directly to higher authority.

9.4 Documentation and Archiving

- Maintain secure case registry.
- Assign unique case numbers.
- Retain records for minimum 5 years.

10. Performance Monitoring and Quality Indicators

The department shall monitor:

- Number of grievances per semester.
- Average resolution time.
- Percentage resolved informally.
- Recurring complaint categories.
- Stakeholder satisfaction rate.

Annual report submitted to Department Council.

11. Risk Management and Compliance

Risk mitigation measures include:

- Annual training workshops on grievance procedures.
- Periodic policy review every two years.

-
- Anonymous feedback channels.
 - Audit of committee compliance.

12. Policy Review and Amendment

- Reviewed biennially.
- Amendments require Department Council approval.
- Updated versions circulated via official channels.

13. Authorization

Recommended by: Physics Department Council

Approved by: Head of the Physics Department

Dr. Mansour Alhabardi