



Complaints and Grievances

Complaints regarding student behaviours should go through the Academic office.

In case a student complained about an exam grade or mistreatment from a colleague or a faculty member:

- Fill the complaint form provided by the academic office indicating the reasons.
- The complaint will be reviewed by the academic office within 24 hours.
- If the case was proved, the academic office will raise immediately to the vice dean of academic affairs.
- The vice dean of academic affairs will report to the corresponding head of department and wait for his/her feedback within 24 hours.
- Report to the academic office with process taken within 72 hours.
- Inform the student about the action taken about his complaint.
- If the complaint was against the dean, the vice deans or department heads, it should be

submitted directly to the committee of student's rights protection at the faculty. For more information about the complaints and grievances: **Page 83** of the University students' guideline: https://drive.uqu.edu.sa/_/studaff/files/qanon.pdf