



وزارة التعليم
Ministry of Education



جامعة المستقبل
Mustaqbal University
أول جامعة أهلية بمنطقة القصيم

College of Engineering and Computer Science

Computer Engineering Program

Complaint Guide for Faculty, Staff, and Students

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MUSTAQBAL UNIVERSITY
COLLEGE OF ENGINEERING AND COMPUTER SCIENCE
COMPUTER ENGINEERING PROGRAM

Complaint Guide for Faculty, Staff, and Students, 2022

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College Vision

A nationally distinguished college in education and community partnership in the fields of engineering and computer science.

College Mission

Providing distinguished education and enhancing the skill side in the fields of engineering and computer science, to prepare qualified graduates with skills and knowledge and to ensure their equipment to meet the changing demands of the labor market and society, through the development of technologies and innovation.

College Objectives

1. Providing distinguished education that contributes to achieving economic development and meets the requirements of the public and private sectors.
2. Preparing distinguished graduates in terms of knowledge and skill in the fields of engineering and computer science who are able to successfully engage in various fields of work.
3. Preparing graduates capable of developing their skills and pursuing higher education.
4. Preparing graduates capable of serving the community and meeting its needs.
5. Preparing graduates capable of leadership in various areas of professional life.

Department Vision

To become a national leader in providing high quality education in the area of computer engineering and computer network.

Department Mission

To excel in embracing knowledge and continuing education; to be recognized as a program that offers one of the best programs in computer engineering and computer network; to provide an environment in which students are given the essential resources to address and solve real-world problems; and to promote active learning, critical thinking, and engineering judgment. In addition, offering internship, co-op and continuing education programs that produce graduates for the highest paid jobs.

Educational Objectives

Providing distinguished education that contributes to:

1. Demonstrate success in the professional practice of computer and network engineering by interacting with members of professional teams in industry, government, and other organizations.
2. Keep students' professional knowledge updated through continuously learning new concepts and identifying the new directions in areas of computer engineering and network engineering.
3. Have good manners in their professional environment and develop skills to enhance the state of their practice in a dynamic professional environment.

1 Introduction

Mustaqbal University is established on a set of Islamic values, the foremost of which is transparency. It aims to provide an academically-oriented environment that promotes the concept of teamwork and mutual respect among all its faculty and employees and which reflects positively on the quality of the educational process outcomes. However, as in all human interactions, some disputes and differences may arise, negatively impacting the performance of faculty members and employees. This calls for the need to establish a clear mechanism to address the complaints and grievances of university employees.

2 Terminology

2.1 University Staff

The term "University Staff" in this guide includes the faculty, the like, and employees (administrators and technicians).

2.2 Complaint

It is a written statement submitted to an administrative official at the university regarding work-related activities or decisions that directly or negatively affect the complainant.

3 Guide Importance

- It provides clear procedures for handling complaints.
- It grants university employees the right to raise their grievances without fear of harm or punishment.
- It deals with complaints in a timely manipulated at the appropriate level, with due consideration to the serious nature of the complaint.
- It provides confidentiality, integrity, and impartiality in complaints resolution procedures.
- It is applied equally to all university staff.

4 Reasons for Complaining

- Being subjected to pressure, coercion, or an unlawful request from university staff to act illegally or to take or refrain from taking a certain action that would constitute a violation of the duties of the faculty member or employee related to their integrity and confidentiality.

- A complaint from a colleague such as a faculty member or an employee.
- Immediate superior.
- Result of the performance appraisal.
- Administrative decision related to the rights of a faculty member or employee.
- Financial decision related to the financial rights of university employees.
- Academic decision in relation to faculty members' research and the like.
- Decision related to promotions of the university employees.

5 Complaint Standing Committee

Mustaqbal University Rector decided to form a committee to look into the complaints and grievances of the university employees under the name of the "Complaint Standing Committee." This committee was formed as follows:

- Rector's Assistant for Educational Affairs, The Head
- Rector's Assistant for Development and Quality – A Member
- Rector's Assistant for Research and Community Service– A Member
- Supervisor of the University Studies Center for Female Students – A Member
- Legal Department Director – A Secretary

The committee has the right to seek the assistance of whomever it deems appropriate according to the nature of the complaint submitted. The committee's work duration is one year, starting from the issue date of its establishment decision.

6 Functions of Complaint Standing Committee

1. Considering the complaints of university staff and employees against administrative decisions issued against them or mistreatment by a university employee.
2. Achieving the principle of transparency and justice through applying a working mechanism that clarifies the procedures followed in submitting complaints and grievances to university staff and employees.
3. Working to achieve equality and giving everyone their right in a way that does not clash with the rules and regulations.

4. Reducing complaints against the university before the judicial authorities.
5. Contributing to achieving job stability for university staff and employees.
6. Contributing to addressing the shortcomings in the administrative procedures that affected the process of issuing decisions, the subject of the grievance (if any).

7 Steps for Complaining

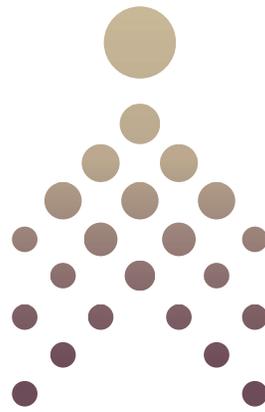
1. Resolving the complaint in a friendly way is the first step toward solving the problem. It is applied in university norms derived from the indulgent principles of Islamic Law (Sharia) in implementing the Quranic rule, "and reconciliation is good"; then, any neutral party can intervene to reconcile the two parties to avoid the aggravation of the problem. The university places the responsibility for the initial stages of resolving small disputes on the shoulders of the direct head of the academic or administrative department under the shadow of his responsibility in conducting educational and administrative matters specified by the regulations following Article No. (44) of the Higher Education Council system. Suppose the direct head cannot resolve these disputes. In that case, he must submit them to the Dean of the college/authorized person, for consideration, under his responsibility specified by the regulations following Article No. (37) of the Higher Education Council system.
2. The complainant must submit it in writing according to the attached complaint form, fill in all the required data and attach a statement of the decision that constitutes the subject of the grievance (if any) or any supporting documents the subject matter of the complaint.
3. The complaint is submitted to the direct head, which in turn submits it to the Dean of the college/authorized person, and then to the relevant committee.
4. The complaint will be rejected if all the required data in the complaint form are not complete or proven incorrect, and necessary measures shall be taken if this is repeated.
5. The Committee will reply in writing to the complainant that it has received, and the response must include the complaint number, date, and details, in addition to the details of the complainant or grievance owner, with an indication of the expected response time.
6. The committee examines and verifies the complaint carefully then writes a report with appropriate recommendations and submits it to the university president himself.
7. University Rector takes the appropriate decision on the complaint following Article No. (91) of the regulations governing the affairs of Saudi University Employees,

including faculty members and the like, the executive regulations of Mustaqbal University and the work system, and keeping in view the recommendations of the Standing Complaint Committee. The faculty member or employee and the entity to which he belongs shall be notified of the decision taken.

8 Student Complaining

The Academic Advising and Support Unit provides a mechanism for submitting student complaints and suggestions. A form for this is published on the unit's page on the university's website and various means of communication with students. Complaints or suggestions are dealt with according to the following mechanism:

1. Any student has the right to submit a complaint/suggestion by filling out a special form and sent from their university email to the unit's email (ecs.aas.unit@uom.edu.sa).
2. The student is given a serial number for the complaint/proposal submitted by replying to his email and confirming that the complaint has been received
3. The unit studies the complaint/suggestion in the unit's meetings. It considers resolving the problem amicably and informally; otherwise, it is directed according to its nature after its acceptance to the department, the deanship of the college, or the formation of specialized committees to investigate.
4. The complaint is closed after a decision is made, and the student is notified within a period not exceeding 15 days while informing the student of the possibility of objecting and appealing the response within a week and referred to the Dean of the College.



جامعة المستقبل

كلية الهندسة وعلوم الحاسب

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