



Princess Nourah Bint
Abdulrahman University
College of Health and Rehabilitation Sciences



Complaints and Grievances Manual for Students

Version 2
2024

Protection of Students' Rights Unit

The unit aims to educate students about their responsibilities and rights to protect them in accordance with university rules and regulations.

Objectives:

- Inform Princess Nourah Bint Abdulrahman University students and employees about student rights and responsibilities.
- Offer essential legal consultations to students and inform them about their university rights.
- Guide students on how to enforce their rights by approaching official bodies within the University, in accordance with the rules and powers in force in the University and committees.
- Encourage students' rights based on criteria that are in accordance with approved rules and regulations and in a manner that does not contravene them.
- Raise awareness of a culture of justice and fairness among students and university staff.

Unit duties:

- The Unit consists of a permanent committee to resolve students' complaints, in cooperation with subcommittees at college or institute levels.
 - Oversee the aims of work of subcommittees in colleges and institutes and recommend and make decisions governing their work.

- Investigate complaints received by the President of the University in a private, confidential manner, considering the exceptional circumstances they may describe.
- Settle and resolve complaints received by subcommittees in colleges and institutes.
- Investigate all matters and issues received by the Committee, the President or Deanship of Students Affairs or Student Services.

CHRS Sub-Committee of the Unit for the Protection of Students' Rights

The subcommittee receives complaints from students and takes the necessary action.

The subcommittee is concerned with the following:

- Providing legal advice to students and educate them about their university rights
- Receiving complaints submitted by students regarding academic and non-academic problems
- Considering and investigating the complaints submitted to it and exerting efforts towards achieving an amicable settlement and issuing a memorandum of the decision to be sent for approval by the Chairman of the Standing Committee.
- In the event of failure of the amicable settlement, the sub-committee shall consider the complaints submitted and write a memorandum of legal opinion thereon.

Link to the Student Rights and Obligations Document, The Rules Regulating the Protection of Female Students' Rights, Student Conduct and Discipline Rules.

<https://pnu.edu.sa/en/Deanship/studaffairs/Pages/default.aspx>

Mechanism of Complaint Submission to Subcommittees:

- A complaint form should be completed (see Appendix 1) at the headquarters of the Subcommittee, and another form should also be completed (see Appendix 2) to confirm the accuracy of the information submitted. Both forms require the student's signature.
- The student must write her complaint in a precise and detailed manner and attach all supporting documents and evidences. The unit must provide the student with a receipt indicating that she has submitted her complaint.
- The Committee has the right to ask the member against whom a complaint has been made to respond in writing within five days from the date of notifying her immediate supervisor. Acceptance by the respondent is considered as an acknowledgment of what is contained in the complaint.
- The student shall not file a complaint or lodge a grievance more than 30 days after the date of the original occurrence of the incident in question, and the student may not file a complaint for the same incident more than once or to more than one body at the University.

Appendix 2

KINGDOM OF SAUDI ARABIA
Ministry Of Education
Princess Nourah bint abdulrahman university
University Rector for academic service
& student's support
The Deanship of Student's Affairs
Vice deanship of Guidance & Student
Counseling



المملكة العربية السعودية
وزارة التعليم
جامعة الأميرة نورة بنت عبد الرحمن
وكالة الجامعة للخدمات الطلابية
عمادة شؤون الطالبات
وكالة التوجيه والإرشاد
وحدة حماية حقوق الطالبات
(048)

تعهد

اللجنة الفرعية بكلية:...../ اللجنة الدائمة بعمادة شؤون الطالبات

أتعهد أنا الطالبة:.....
الرقم الجامعي:.....
الكلية:.....
القسم:..... المستوى:.....

بأن جميع البيانات الواردة بهذه الشكوى صحيحة وعلى مسئوليتي الشخصية، وأنه لا يقصد بها الكيد، أو النيل من سمعة المشكوي في حقها، وأنه في حالة ثبوت عكس ذلك فإنني ساكون معرضة لتطبيق المادة () من لائحة التأديب بجامعة الأميرة نورة بنت عبد الرحمن.

اسم الطالبة:.....
التوقيع:.....
التاريخ:.....

0140020303-0302

البريد الإلكتروني: Dsa_doff@pnu.edu.sa هاتف: ٨٢٤٢٢٢٠٠

المملكة العربية السعودية
وزارة التعليم
جامعة الأميرة نورة بنت عبد الرحمن
كلية الصحة وعلوم التأهيل

Approved by: College Council	College Council meeting number: 26.1445H
Date	29 April 2024
College Dean with signature	Dr.Hadeel Alsalih