



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

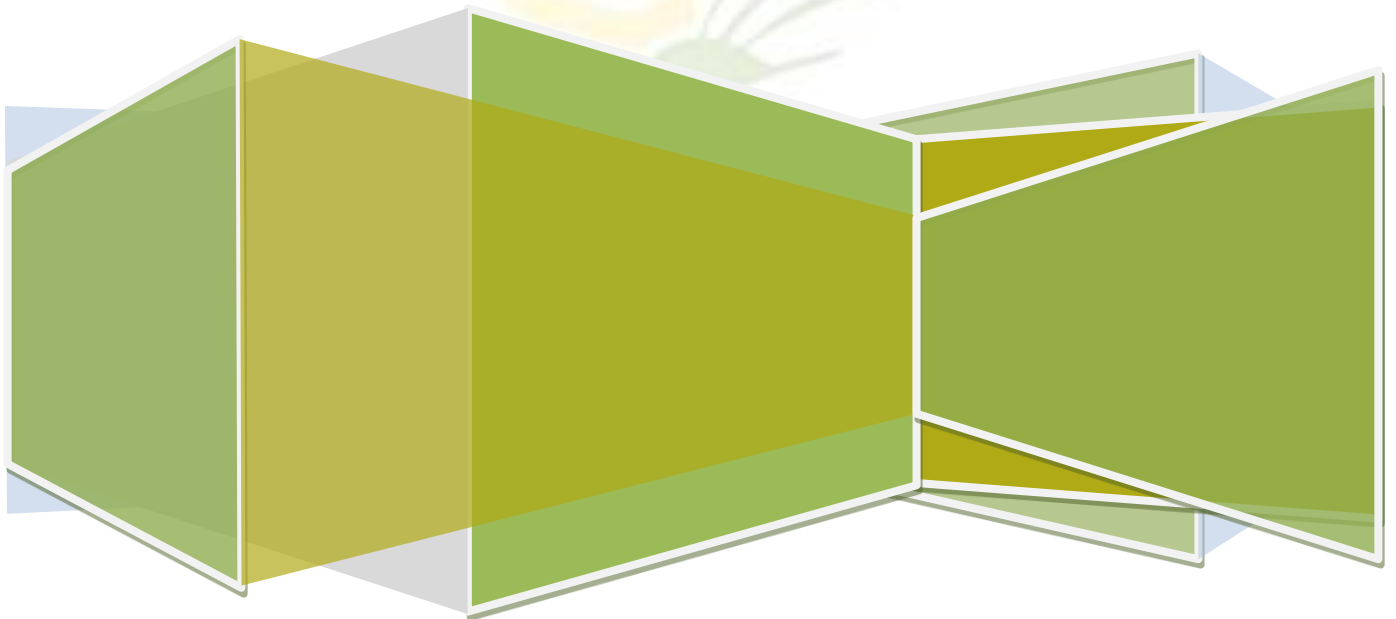


جامعة المجمعة  
Majmaah University

# Complaints and Grievances

Department of English

**1441-1442 H**  
**2020-2021**





Department of English	
Title: Complaints and Grievances	
Version 2	Date: 18/2/2020
Recommended:	Vice Dean for Quality & Development
Approved by:	Head of the department Dr. Nouf Alkarzae

## 1. Introduction



English 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.



## visions

### 2. Visions

#### 2.1 University Vision

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

#### 2.2 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.

#### 2.3 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.

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# mission

## 3. Missions

### 3.1 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.

### 3.2 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.

### 3.3 Department Mission Statement:

"Providing quality academic and professional training in the disciplines of English literature, linguistics, and translation; alongside a constant endeavour and commitment to promote scientific research and community service that contribute to attaining sustainable development."

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## 4. Goals

### 4.1 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.



### 4.2 College Goals: The College goals are as following:

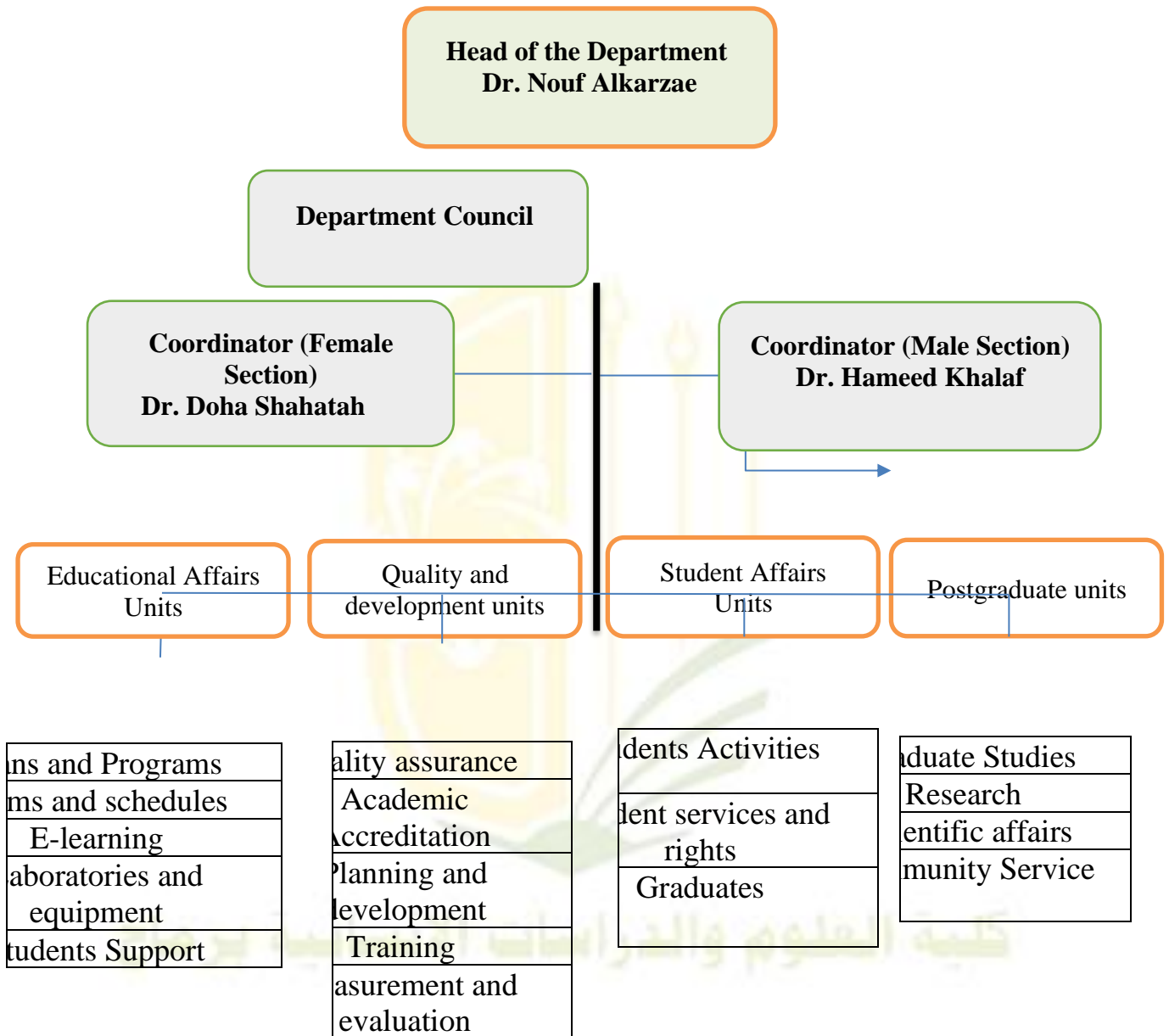
1. Completion of the administrative structure of the College.
2. To attract a sufficient number of teaching staff.
3. Providing a stimulating Environment for academic and administrative work.
4. Improve its educational processes.
5. Achieving excellence in education, scientific research, and community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

### 4.3 Department Goals: The department goals are as following:

1. Preparing and training competent graduates in the disciplines of linguistics, translation and literature with pertinent technology awareness for higher studies, to meet the job market needs and contribute to societal sustainable collaborations.
2. Enriching academic research in the disciplines of literature, applied and descriptive linguistics, sociolinguistics and translation.
3. Providing community services in terms of general proficiency and English for Specific Purposes, i.e. English language courses (e.g., diplomas, public lectures, social activities, visits and tours, particular awareness-raising campaigns, etc.).
4. Fostering a conducive academic and social environment, which can raise awareness of the latest developments in the fields of English language among students as well as faculty.



### 5. Department Chart





## **6. 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/department alleging a violation of program / 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.

### **7. What is a complaint?**

It is written grievance submitted to a department/ college or the 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.

### **8. 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.



## **9. 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 and 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.

## **10. Channels for receiving complaints and grievances**

In the department Student complaints and grievances are received through:

- Complaints and Grievances Form
- Academic Advisor
- Department official email
- Department Coordinators
- The Head of the Department
- Colleges Vice Deans



➤ The Dean

## 11. Settlement of grievances and complaints

1. First, the student should try to solve his/her dispute amicably and informally at the earliest opportunity and discuss this with the faculty member concerned.
2. Send an email via the department email explaining his/her grievances and complaints.
3. To submit his/her complaint to the academic supervisor.
4. Fill the Complaints and Grievances Form and submitted to the department coordinator.

### Grievances and Complaints Unit

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## **12. 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.

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