



وزارة التعليم
Ministry of Education



The Bylaw of Complaints in Arab

Open University

الجامعة العربية المفتوحة
Arab Open University

المملكة العربية السعودية

Kingdom of Saudi Arabia

Approved by University Council No. Dated

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Article (1): Title

This bylaw is called “ **The Bylaw of Complain in Arab Open University**”.

Article (2): Definitions

Words and terms hereby shall refer to the following meanings unless the context otherwise requires:

University	Arab Open University (AOU)
Rector	The Rector of the Arab Open University (AOU)
Branch	The university branch in the Kingdom of Saudi Arabia
Direct Manger	The concerned vice manger / the concerned program dean / the concerned administrative director according to the complainant.
Committee	The formed committee to consider the complain

Article (3): Complaint Definition

A complain is written request filed by one of the employees in the university who consider himself aggrieved or unsatisfied about a certain behavior, action from an individual or a party in the university. The complainant arranges personal claim to the related authority.

Article (4): Claim Environment

The burden is on the complainant to prove the claim in the complaint

Article (5): Filing a Complaint

- A. The complainant may file his complaint to his direct manger and he may as well -in some explained cases – file his complaint directly to the Rector of the university.
- B. The following data must be attached with the filed complaint:
 - The name of the complainant and his position.
 - The date of the incident, the subject of the complaint and the date of filing it.
 - The subject of the complaint and the reasons based on it. He should attach the related documents.
- C. Any anonymous complaint or any complaint that does not have the data mentioned above shall not be taken into consideration.
- D. All the employees of the university have a right to file a complaint or report any violation of the university law or the code of professional conduct without fearing of being threatened or revenged from any office or any individual in the university. If it has been assured that any individual or entity has done such actions, he shall be punished by the university administration according to the applicable bylaws and regulations in Arab Open University.

Article (6): Steps Before Filing Complaint

- In case of accepting the complaint, it shall be presented by who filed it to the accused party a maximum of 15 days from the day that was filed to consider the responded to it.
- The accused party shall decide in the complaint in maximum one week starting from the date that was presented to it.
- The complainant has a right to submit the complaint to Rector of the university directly in case of not receiving a reply during the past three weeks of filing the complaint.

Article (7): Forming the Complaints Committee

- A. According to the nature of the complaint, the direct responsible forms a committee to examine the complaint that consists of three members at least. They should not be less scientific or administrative rank than the complainant.
- B. The chief of the committee is the highest scientific or administrative rank among them.
- C. If the complaint is filed from the direct manager, the committee shall be formed by the superior responsible of the direct manager.
- D. A member of the committee may apologise to the chief of committee about not wanting to participate in it if his personal interests interfere with the complainant or any acceptable reason.
- E. In order to make the meetings valid, more than the half of the members shall attend the meetings and the decisions are issued by the majority of the attended member's votes.
- F. All the work of the committee is considered confidential and only its members may look at it.
- G. The complainant has a right to appeal in the formed committee to consider the complainant showing the reasons on which he based his objection (his appeal).

Article (8): Investigating in the Complaint

- The committee of complaints looks at the complaint during 15 days from the date of referral.
- The committee may call the complainant, the accused, both of them or whoever represent them to clarify their point of views and hear their defences.
- The committee has a right to look at all of the documents related to the subject or whatever helps it to reach to the truth.

Article (9): The Final Report

- Based on the results of the investigating about the complaint, the committee submits a report with its final decision to the direct manager supported with necessary clarification. The complainant and the accused are informed with a copy. The committee report contains the judgment on the complaint and its recommendation.
- The periods mentioned above are considered regulatory. In all cases, the committee must decide the final recommendation and it must be accredited by the direct responsible in no less than 4 weeks from the date of filing the complaint. The summer vacation is not counted as part of this period and this period can be extended if verification was needed.
- The complainant has a right to appellate to the Rector of the university in case of objecting on the complaints committee decision.

Article (10): Complaint Dropping Off

The complaint drops off if one of these cases occur:

- If the complainant cedes his complaints with his handwriting.
- If any of the parties has recourse to the judiciary.
- If the complaint has been proven to be malicious or not credible.

Article (11): General Regulations

- A. These bylaws shall repeal all the past bylaws which were about "The Bylaws of Complaints in Arab Open University".
- B. The university Rector is responsible for implementing the provisions issued under this bylaw.
- C. In the cases that were not mentioned in these bylaws, the university council shall issue it.