

## CASPP002-Students' Non-Academic Grievance Policy Procedures

### 1. Purpose

The aim of these procedures is to set a transparent methodology to deal with the students' non-academic grievances and identify the general principles that represent how to manage these grievances.

### 2. Abbreviations/ Definitions

For the purpose of these procedures, unless otherwise stated, the following abbreviations and/or definitions shall apply:

- **The Defendant:** A member of the college (a student, a faculty staff member, a supporting academic staff member, or an administrative staff member).

### 3. Procedures

**The grievance procedures against conduct or an attitude by a member of the college shall proceed as follows:**

1. The student shall fill in the Students Grievance Form at the Students Services Centre and present it to the concerned head of the department/center against a staff member, the defendant in this case, due to his her/ conduct, attitude or negligence within two weeks of the date of the incident.
2. The head of the concerned department/center shall communicate with the defendant to clarify the issue.
3. The concerned department/center shall attempt to settle the issue and try to amicably resolve it if the defendant has acknowledged the wrongdoing or if it is proved by evidence.



4. The concerned department/center shall refer to the Dean if the student refuses to settle the issue, if the concerned defendant refuses to acknowledge his/her responsibility or if the complaint requires further action.
5. The Dean shall investigate the complaint and discuss the possibility of resolving the issue, referring it to an investigating committee or to the legal consular as per the adopted procedures.
6. The result of the investigation, which is supported by the legal opinion of the investigating committee or the legal consular, shall be sent to the Dean.
7. The Dean shall file the investigation or refer the defendant to the Accountability Committee. He may also impose a sanction with reference to the Colleges Executive Bylaw.
8. If the Dean decides to refer the defendant to the Accountability Committee, the effective procedures, warranties and rules, which are listed in the Administrative Accountability System shall be applied as stated in the Students Accountability Procedures in the Colleges Executive Bylaw.
9. The Students Accountability Committee shall execute the decisions it makes on the date they are issued as per the Colleges Executive Bylaw. These decisions shall not come into effect until when the grievance term, which is stipulated in the Bylaw, elapses, when the defendant appeals or when his/her grievance is denied.
10. A grievance filed against a decision by the Students Accountability Committee may be raised to the Director General within fifteen days of the date he/she is notified of this decision or when he/she has become fully aware of it.
11. The Director General shall take one of the following decisions: denial of the grievance or elimination or reduction of the penalty if it is necessary according to the documents presented within thirty days of the grievance letter being submitted by the defendant.

#### 4. Supporting Materials

- 4.1-Colleges of Applied Sciences Executive Bylaw.
- 4.2-The students' non-academic conduct policy.
- 4.3-Grievance Form.



## 5. Approval Agency

The Board of Trustees.

## 6. Approval Dates

In relation to the revision and development of the current policy procedures of CAS's Bylaws, and the regulations and circulars, which govern the work of CAS, the following dates shall be observed:

These procedures were originally approved on: 18/ 10/ 2018

This version takes effect from: 18/ 10/ 2018

These procedures will be reviewed by: 18/ 10/ 2020

## 7. Procedures Sponsor

- The CAS Director General

## 8. Contact person

The Assistant Dean of Academic Supporting Affairs.

Head of the Students Services Centre.