



## **Faculty of Educational Sciences Complaints Procedures**

### **First: Filing a Complaint**

Students, staff, or any concerned parties can submit a written complaint to the Dean's office or through the online form. The complaint should include clear details, the names of involved parties, supporting evidence, as well as the complainant's phone number and email address.

### **Second: Reviewing the Complaint**

The complaint is forwarded to the relevant department within or outside the college. If necessary, a committee is formed to review the complaint, collect information, and listen to the concerned parties.

### **Third: Decision-Making**

The committee provides a comprehensive report with recommendations and proposed solutions. The Dean or authorized person then makes an appropriate decision based on university regulations and guidelines.

### **Fourth: Notifying the Complainant**

The complainant is officially notified of the decision and actions taken within a specified time frame. If the complainant is not satisfied with the decision, they may file an appeal according to the available procedures.