

Employee Handbook

Regulations, Ethics, Complaints and Grievances

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Introduction

Qassim University (QU) is keen to ensure discipline and quality of its functional systems. The University is also keen to ensure that everyone belonging to the University (students, staff, administrators, faculty members and leaders) work in a positive environment with a sense of comfort and satisfaction, which should eventually reflect positively on the outcomes of the University, and this leads to the universities' development and the improvement of its reputation in the community.

It has been stated in the Basic Law of the Royal Decree No. (A: 90) dated 27/8/1412 AH that the kingdom facilitates the areas of work for those who are capable of working, and enact regulations that protect the worker and the employer. In its laws and regulations pertaining to employees and administrators, Qassim University is committed to the civil service system in the Kingdom, and the system outlines the provisions of the civil service, including salaries, bonuses, compensation, benefits and pensions. The system addresses the responsibilities and obligations of employees and administrators, "the duties of the employee," which is considered to be some of the ethics that employees must abide by. In order to illuminate the way for all its employees, the University has issued a "Charter of Rights and Ethics of the Occupation" under which all its employees are required to work. The civil service system outlines the ways, means and rules of complaints and grievances of employees and administrators.

The Ministry of Civil Service is always keen to finding everything that can improve the level of the civil service in the Kingdom with the participation of other competent bodies, and tries to do what it can to raise the efficiency and productivity of workers in various kingdom agencies and help them understand what concerns them in their career. What the Ministry provides from time to time of the manuals, publications, leaflets and information series is a response to the dictates of its duties and responsibility in raising the level of performance and the development of the civil service.

Qassim University has issued this guide "Employee Handbook" in an attempt to meet the employees needs in terms of regulations and ethics of the profession, complaints and grievance.

General Information and Terminology

Civilian workers, including our university staff, often hear the terms that have specific concepts and implications for those working in this sector. Perhaps a new entrant in the civil service doesn't know the meaning of these terms. Examples of such terms: employee- job- rank- salary- grade- bonus etc. What are the implications of these terms?

Employee

It's the real person who is appointed by a statutory system from a competent authority under the terms of a specific system to perform the duties and responsibilities of a particular job. In return, he shall be given a specific salary in addition to the rights and benefits determined by the covered system.

Job

A set of specific duties and responsibilities, in accordance with the functions, tasks and objectives of the government agency to be performed by an employee permanently or temporarily in accordance with civil service regulations and executive regulations for a specific salary in light of the level of difficulty and responsibility of that job.

Rank

It is the job rank that the employee is appointed to after ensuring that he/she has the required qualifications for that rank. A higher rank is usually accompanied by a set of more responsibilities, duties, authority and power. The ranks on the civil service salary scale consist of fifteen ranks. It starts with the first rank and ends with fifteen. Employees that perform service types of jobs have three salary ranks, starting at thirty-one and ending at thirty-three. Other jobs, such as those working in education, health, and judges, have other salary scales accompanied by their own rules and regulations.

Salary

This is the compensation that the employee receives at the end of each Hijri month for the work he/she performs during his/her service. The salary shall be determined according to the scale of salaries and the employee's rank and shall not include any other income. Except for the bonus, it is part of the salary.

Job level

The segment within the rank that the employee belongs to on which the employee's salary is determined.

Bonus

The amount of money added periodically to the employee's salary according to his rank level and it is calculated as part of the basic salary.

Qualifications

Includes academic certificates, practical experience, abilities and skills that the employee has that qualifies him/her to be able to perform the job.

Job regulations

Is the detailed set of rules of the system and is issued with a less complicated way than the system itself. Those set of regulations and rules do not modify or abolish any of the system's rules and may not come with any rules contrary to what is used already. Regulations for civil service regulations is issued by the Civil Service Council, which is the body to which it is determined to issue such regulations unless the system has entrusted a certain authority with the right to issue a specific regulation.

General announcement

It is a general letter issued by the competent executive authority to supervise specific works or apply certain provisions, which includes clarifying the concept or meaning of a specific order. The executive authority expects the obedience of the other parties in order to ensure that all parties apply the same instructions to their work.

Regulations for Organizing the Labor

Appointment

It is the right owned by the competent authority to select a person to fill the position in accordance with the rules set for this purpose. There are many methods of appointment in the civil service in the kingdom, and the powers of the administrative body for appointment vary from one system to another.

Terms of appointment:

In addition to some of the requirements of some systems for the occupation of certain types of public jobs, there are specific requirements for filling those jobs.

The Civil Service Law, in its fourth subject, is concerned with determining these conditions for those who will be appointed to a public office. The conditions are:

- a. To hold a Saudi nationality. Non-Saudi employment may be temporarily excluded in jobs that require competence not available in Saudis under rules set by the Civil Service Council. A regulation for the employment of non-Saudis in public office has already been issued pursuant to Civil Service Council Decision No. 45 of 1/8/1398 AH.
- b. To be at least 18 years old.
- c. Capable health wise.
- d. To have good conduct and ethics.
- e. Hold the required qualifications for the job.
- f. Not convicted of a crime that requires a religious punishment or imprisonment for an offense involving moral turpitude or dishonesty until at least three years has passed from the date of executing the religious punishment or the imprisonment duration.
- g. He shall not be dismissed from public service for disciplinary reasons unless the dismissal decision has been issued for at least three years.

The probation year

After the appointment of the person in service, he spends a period of probation not exceeding one year, in case he is new to work in the kingdom for the first time. This experience entails several things, as the employee may not be seconded, transferred or assigned to another position other than the one on which it is established during this period. In case the employee is not proved to be competent during the probationary period, he shall be dismissed by a decision from the party that issued the appointment decision. Instead of dismissal, he may be transferred to another position. In this case, he must spend a new trial period if it is proved invalid.

Promotion and Transfer

Promotion

During the employee's service, if the employee proved his merit in the work, he gets the advantage of upgrading from the position he/she is working at to the higher rank, thus improving his job and financial position.

There are conditions:

- 1 - The vacancy of the job to be promoted to in the sense of a vacant rank following the rank that the employee is holding.
- 2 - To have the qualifications required for this position in the sense that the employee has sufficient scientific qualifications and practical experience to reach this rank.
- 3 - He must have completed a minimum of four years in the rank he occupies.

Where these conditions are met in more than one employee on the rank he occupies, the entity they work for is making a trade-off between them for promotion to the higher rank according to the manner set by the system and the list of promotions.

Transfer

With regard to the subject of transferring, one of the most important provisions of the transferring process is that the decision issued by the administrative authority should be implemented. If the employee does not implement the transfer decision for more than fifteen days without a legitimate excuse, the administrative authority shall have the right to terminate the employee's service.

Duties of the employee

When a person joins the public service and is characterized as a public worker, he or she shall be bound by a number of good qualities appropriate to his new situation, to conduct himself in a manner consistent with the job he performs, to cooperate with his colleagues, to obey the orders given to him by his superiors, and to refrain from any bad behavior. The employee should treat the related auditors with kindness and softness to help them meet their needs.

Official Working Hours

The employee shall abide by the official working hours and shall continue to attend from the beginning of the working hours until the end of his work. The official working hours of the day are seven hours from 7:30 am to 2:00 pm.

Salaries and Bonuses

At the beginning of this guide we knew what is meant by salary, and the increase that occurs periodically with bonuses. In addition to that, the salary increases by upgrading to a higher level as defined by the salary scale.

Allowances, Rewards and Compensation

During the employee's service, the employee receives many of the incentives and advantages decided by the system, including what is permanent and continuous throughout the service. Some benefits are paid once others are stopped or suspended for a certain reason. These advantages and incentives are what the system call (allowances, rewards and compensation).

Allowances:

The money that is paid continuously, mostly added to the salary, or disbursed on a lump sum basis. Allowances follow the same rules of salary where it could be issued, reduced or stopped. But they are not considered part of the salary.

There are different allowances as follows:

- Monthly transportation allowance, which is paid continuously added to the salary of

(500) riyals for those having first, second, third, fourth and fifth salaries and the jobs of employees and assistants on the wages item. And (700) riyals for the sixth ranks until the tenth.

- An additional transfer allowance equivalent to 1/30 of the monthly transfer allowance shall be paid to the employee in case of assignment of additional work or in case of the employee being assigned a work in location other than where he currently works.

- Daily job assignment allowance in case of the employee being assigned a work outside the workplace.

- Allowance for transfer, which means that the employee gets transferred to a different location for a certain period of time. In the case that the transfer is from one place to another place outside or inside the Kingdom or in case of assignment inside the Kingdom for more than 90 days, the employee is paid an amount of money that is equivalent to two month salary.

- Risk Allowance of (SR 600) per month and is paid to those who are appointed to one of the jobs that are considered of dangerous nature.

- An allowance for harm or infection, which is in the amount of (750) riyals per month shall be paid to those who are appointed to a job that is likely to cause harm or infection.

- Allowance (nature of work) and disbursed by not more than 20% for those who are appointed to one of the jobs that are considered difficult in nature, such as copying and computer work or financial work, such as treasurers and safe keepers.

Rewards

1- Overtime bonuses in case the employee is assigned to work overtime more than the official working hours or on holidays.

2 - Bonuses: end of service according to subject / 19 up to six months' salaries.

Compensation

There are also a number of different compensations that are paid to the employee if the cause is realized:

1. Compensation on the plane tickets provided to the employee when he wishes to use his own means of transportation different than airplanes.
2. Compensation in case of death, disability or injury caused by anything during work as stated in subject 27/1, which could go up to 60 thousand riyals.

Leaves

During the employees service, the employee shall enjoy a number of leaves, including those that he/she can enjoy periodically and some of which he/she may benefit from in case of certain circumstances.

Regular Leave:

It is 36 days a year with full salary.

Emergency leave:

It shall be granted to the employee with the approval of who has authority over the employee for emergency circumstances with full salary up to a maximum of five days per financial year.

The Two-Eid leaves:

These leaves are granted to the employee on the occasion of Eid al-Fitr and Eid al-Adha. Eid al-Fitr holiday begins on the 25th day of Ramadan and ends at the end of the fifth day of Shawwal. Eid al-Adha holiday also starts from the beginning of the fifth of the month of Dhu al-Hijjah until the end of the fifteenth of the same month.

Exceptional Leave:

It is a leave without pay granted by a decision of the Minister or the head of the authority or who has the authority for reasonable reasons.

Sick Leave:

It is granted to the employee every three years if he gets sick according to the periods specified in the regulation. Some of which gives the employee full salary, half of the salary, and what is a quarter of the salary, or what is without salary.

Accompanying Leave:

The employee shall be obliged to accompany a relative for treatment inside or outside the Kingdom when he does not have any other days of leave that he can use. The employee will be granted a leave according to what medical reports decide on the number of days of treatment for whomever he/she is accompanying.

Maternity Leave: (for women) for sixty days with full salary.

Leave for women grieving her husband: (especially for women) given the amount of death specified by law, full salary.

Study Leave:

Granted to the employee without a salary if he holds a high school degree or its equivalent and the employee has served at least three years of work and his GPA is at least B and the subject of his studies is related to his work nature.

Examination Leave:

This leave shall be granted with full salary for the period required to take the exam provided that the employee shall provide proof of that he has exams and the duration of his examination period.

Assigning

Assigning has a specific concept in the civilian service system, which is that the employee, upon the direction of the authorized person, performs duties other than the one he occupies either at all times or in addition to performing his original duties.

Training

Whoever planned for the system considered training to be an important part of the system's success and considered it part of the duties of the job and he set rules and incentives for training that encourage the enrollment in training courses to raise the efficiency of the employee and productivity, whether training at home or abroad. A special regulation has been issued which includes everything related to training matters.

Evaluating the Performance of the Public Employee

A- Employee Evaluation during Service:

The process of evaluating job performance is one of the pillars on which to determine the employee's career path and his compatibility with the work and the need for development or lack of performance in the duties of his job. Thus evaluating the employee during his service is a tool for reforming and development.

B - Evaluation of the Employee during the Probation Period:

The performance evaluation of the employee during the probationary period (which is one year), although it falls within the concept of the performance evaluation process as a whole in terms of identifying the level related to the performance of the employee's duties and tasks, but they differ in terms of objectives as well as in terms of procedures. The goal of this process is to determine the extent to which the employee was capable to pass this period and the suitability of the employee in performing the job. Based on that a decision is made of whether to consider the employee for the position or to transfer him to another job commensurate with his abilities and skills or to terminate his relationship with the public job. During the year of probation the employee gets to be evaluated for two periods.

Disciplining

When an employee commits a financial or administrative offense, the employee gets questioned and the issue gets investigated. The employees' statements about this offense and his defense gets collected. If the authority finds that the employee's offense may be unintentional they try to mitigate what can be taken against him or in other case the employee may not be held accountable. The employee shall be punished with one of the following penalties, which is proportionate to the violation committed by the employee.

Termination of Service

As we mentioned the different ways in which a person can join the work force in the kingdom, there are a number of reasons and ways in which the employee's service gets terminated by the end of service regulations approved by the decision of the Civil Service Council.

- 1) Resignation.
- 2) Request retirement before reaching the statutory age according to the retirement system.
- 3) The termination of the Job.
- 4) Reaching the statutory age of retirement.
- 5) Health Disability.
- 6) Absence from work without a legitimate excuse or not obeying a decision of transfer to another work location, in these two cases the administrative authority may terminate the employee's service. For terminating the employee's service the employee has to be absent from work for at least fifteen consecutive days or fifteen days or more have elapsed since the transfer decision. Another case is the absence of the employee thirty days out of one year without a legitimate excuse, in this case the administrative body may terminate his service provided that his absence has reached thirty days until the date of the decision to terminate the service.

An employee's service may also be terminated if he does not return to work within fifteen days without a legitimate excuse after the end of his leave or the end of his training or secondment period or any period of absence.

7) Termination of service by a Royal Order or by a decision of the Council of Ministers.

Professional Ethics

Charter of Rights and Professional Ethics

The civil service system deals with the responsibilities and obligations of employees and administrators, `` the duties of the employee ‘. This is some of the ethics that must be adhered to by the staff, and in order to illuminate the road for all its employees the University has issued the “Charter of Rights and Ethics of the profession”, which obliges all its employees to work accordingly.

The Code of Ethics aims to provide all Qassim University professors, staff and students with clear standards of behavior. Everyone acknowledges their knowledge and understanding of the Charter and its procedures as well as the consequences of violating any of these standards. Violations may be of an academic or non-academic nature. All those who attend activities outside the University as representatives to attend academic or non-academic activities are subject to the same disciplinary action in the event of a breach of the Charter. Based on the vision, mission and values of Qassim University and the pursuit of the best image, the University expects Qassim University students to follow the highest standards of behavior, and adhere to them in their dealings with their professors, colleagues, faculty and staff of the University and the University community in general and vice versa. The University expects its students and staff to act maturely and responsibly in their relationship with each other.

Each faculty member, administrative body, and student is expected to sign a copy of the charter, which will be placed in their individual files. Violators of this charter will be held accountable for their actions. A copy of the charter can be found on the University website.

Charter - General Undertaking

As an employee / faculty member / student at Qassim University, I pledge to understand clearly and accept explicitly the Charter of Rights and Professional Ethics at Qassim University and to abide by the highest standards of honesty and integrity in academic and non-academic or administrative activities, and will not in any way insult or expressly or implicitly violate this Charter or any policy at the University. In this context, I agree to:

- Support and comply with all Qassim University policies, and assist my colleagues to comply with them
- Carry out tasks and activities with the utmost good faith, objectivity, transparency, efficiency, due diligence, and professionalism.
- Adhere to the highest standards of literature and good behavior.
- Refrain from any act or doing that may directly or indirectly violate the ethics of the profession.
- Interact with my colleagues in a spirit of professional friendship.
- Be accountable and responsible for all my actions and mistakes, and contribute to a culture of trust in the society.
- Do my best to support and strengthen the University in supporting excellence and progress as a leading academic institution.
- Adhere to the principles of equality, non-discrimination, honesty, integrity and respect in all actions.
- Follow the highest ethical standards and principles mentioned above even in cases of disputes or complaints.

Grievance and Complaints

The Civilian Service Law No. (82) of 2013 contains subject 36, which authorizes the grievance system against the results of the annual performance evaluation, which read as follows:

Subject 36:

The Ministry of Civil Service shall issue a regulation to measure the performance of the employee, including the objectives it seeks to achieve.

1. Basics of measuring employee performance, standards and levels.
2. Performance levels for which the employee is entitled to the periodic allowance.
3. Performance levels required for promotion.
4. Grievance procedures from the results of the annual performance evaluation.

The system generally permits administrative and judicial grievances before the Board of Grievances, and the Board of Grievances considers cases to which the Department is a party. However, some of these cases may require certain formalities to be filed before the Grievance Board, including administrative grievance. Administrative grievance is a previous procedure for filing an administrative lawsuit. This grievance may be compulsory in some lawsuits and optional in other lawsuits.

- 1- Functional Rights Claims: Claims in which employees or pensioners claim statutory rights.
- 2- Claims for the abolition of administrative decisions affecting the status of individuals.

Administrative Grievance Complaints

The Board of Grievances considers cases in which the department has something to do with them. However, some of these cases may require certain actions before they are brought before the Board of Grievances. One of those actions include administrative grievance complaints. Administrative grievance complaint is a previous procedure for filing an administrative lawsuit. It means that the complainer reaches out to the administrative body of the defendant, thus expressing his/her requests and objections. This grievance may be compulsory in some lawsuits and optional in other lawsuits.

- 1- Work related rights claims: Claims in which employees or pensioners claim statutory rights.
- 2- Claims for the abolition of administrative decisions affecting the status of individuals.

In the two types mentioned above, if an individual submits an administrative claim to the Board of Grievances before submitting a grievance complaint to the management, it is not going to be accepted. In other cases (such as administrative contract claims, and administrative liability claims), submitting a grievance complaint to the management is optional, not compulsory. The person may turn to the management for grievance complaint, or he can go to court right away. The benefit for seeking grievance, is the process could be faster and the issue could get resolved quicker. It also saves time and effort for the management and the complainer. In addition to that the management can respond to the complaint in a positive way and the benefits required from the complaint could get achieved. The complaint should be submitted within a specific period and if the complainer missed this period he would not still hold the right to file a complaint. Therefore, the person that has a complaint must pay attention to this period, and the duration varies according to administrative cases. If an appeal is made against an administrative decision, it must be filed within 60 days from the date of him/her being aware of this decision. Missing the period means that the administrative decision holds and is protected. It also results in the failure to accept the administrative case if it is filed in court. Because submitting a grievance complaint is obligatory in cases of cancellation of administrative decisions as mentioned earlier. However, if the grievance is on a subject related to work related rights, the period specified shall be ten years from the date of the right to be asked for by the administration. Complaints related to civil rights are filed with the Ministry of Civil Service.

1- Definition of Administrative Grievance Complaints

It means that the person who suffers or feels that one of his rights is taken from him reaches out the management. The person will request that the management reevaluates a decision taken in the manner that he is complaining about. He wants the decision to be corrected by reversing it or cancelling it. Complaints in this way is another option to resolving matters by ending it in its early stages and fining justice in a fast easy way for employees. The management had realized that if employees could receive their rights within their work force it makes everybody; life easier without the need to go to court. In turn this results of saving money that going to court requires. If any decision was taken and it proved to be wrong the management doesn't see any harm from correcting the decision in a civil way. In addition to the foregoing, direct complaints to the administration leads to results that sometimes cannot be reached by going to court, the judiciary control is mainly aspects of legitimacy, while the administration can amend the decision or cancel it just because of inadequacy.

2- Conditions of Administrative Grievance Complaints

In order for the administrative grievance complaint to have legal effect, the following legal conditions must be met:

- The grievance must be focused on a specific decision, and the complaint must be submitted after the issuance of the decision. The complaint cannot be submitted complaining about the initial decisions prior to the main decision.
- The complaint has to be submitted by the employee who is affected by the decision himself or whoever is legally authorized to be his representative such as his lawyer. It is also not allowed to refer to or use other complaints submitted by other people even if the case is related.
- The complaint has to be submitted to the management party who issued the decision or to the higher authority management party that manage the party who issued the decision. The reason behind that is clear because only the party that issued the decision or who ever has higher authority of this management party is the only authorities that can cancel or reverse the decision under complaint. Other parties have no authorities to look into decisions not issued by them. However, this is not an absolute rule, as the Egyptian administrative judiciary acknowledged the legal effects of a complaint, even if it was submitted to a party other than the one who issued it; within the legal deadline for submission.
- The complaint should be aimed at obtaining from the party that we are complaining to an administrative decision that can be challenged by cancellation. Therefore, the decision must be decisive in determining its objective whether to withdraw the decision or cancel it or amend it. If the complaint is intended to obtain an interview with the grievance, or its purpose is to take the opinion of the

administration, or simply to protest, the application to the administration does not produce a legal effect.

- The complaint must be submitted within the original date of appeal for cancellation (sixty days from the date of the knowledge of the person concerned) because the passage of this date would lead to the impossibility of prejudice to the decision by the administration and the elimination of both, and therefore any complaint would not work. The lesson in this area is not the date of filing the complaint, but the date of arrival to the party concerned, so it is not enough for the complainant to prove that he has sent his complaint within the date specified by law, but must prove that this complaint sent on time has reached the party concerned, and within the deadline for filing cancellation proceedings.
- The complaint should also beneficiary. In other words it could possibly end up in benefit for the issuer of the complaint. That the petitioner withdraws, amends or rescinds the decision subject to the grievance. If that is not possible, there is no point of issuing a complaint.

A complaint shall not be required in a specific form. It may be submitted by a petition submitted by the concerned person to be deposited in the Bureau of the Administration. Specific formalities for filing a grievance. In general, it does not affect the legal existence of the complaint, the omission of a signature, or the absence of a stamp.

3- Types of Administrative Grievance Complaints

- The Complaint is Optional

The optional complaint shall be subject to the discretion of the concerned parties whether they wish to pursue with it or leave it, and immediately go to court with their matter of concern. This is due to the case that it is an optional issue to file a complaint internally first. It is also permitted that the holder of the complaint can pursue both ways file the complaint internally and go to court at the same time without even waiting for the response of the internal management or for 60 days of the management receiving the complaint. The internal management can approve all of the complaint issuer requests or some of them. In the case of approving all his requests the court dismisses the case. If the internal management only approved some of the issuer requests. He will have the right to complete his case with the court requesting the rest of his requests or to cancel the case if he wishes. Usually the complaint issuer cancels the case if his main requests got approved.

- The Complaint is Obligatory

This means filling the complaint internally is an obligatory condition before taking the his case to court. In this case the complaint issuer has to wait for the responses of the internal management. This type of complaints is limited to appeals by staff members to decisions regarding job matters.

Complaints are optional except for the specific situations:

- Appointment decisions in public office.
- Promotion decisions.
- Decisions to terminate the employee's service or to impose a disciplinary penalty.

Otherwise, appeals against their deficiencies need not be preceded by complaints.

4- Legal Effects of Grievance Complaints

Administrative complaints has two important effects: enabling the administration to reconsider the decision on the one hand, and ending the deadline on the other hand:

i- Enabling the administrative body to reconsider the decision:

The administrative complaint shall enable the competent authority to reconsider the decision subject to the complaint, even if this decision is appealed to the judiciary. The administrative authority may withdraw, cancel or amend the decision, but it is noted that if the complaint would lead the administration to reconsider the decision, the complaint issuer still should consider obeying the decision until the management sees otherwise. This could be different in other comparative legal systems, where administrative grievance under the German legal system, for example, in many cases, can halt the implementation of the decision even if the administration begins to implement it.

ii- Cancellation of timeout deadline:

A response has to be made for the complaint within 60 days of submitting it. If the complaint was disapproved a reason has to be given. If 60 days has passed without receiving a response on the complaint it is considered disapproved. The period of appeal shall be sixty days from the date of expiry of the said sixty days. An explicit refusal is to issue an explicit decision rejecting the complaint within the sixty days following its filing. The reason for the interruption shall expire from the date of notification of the

rejection of the complaint. The implicit compliant rejection is the passing of sixty days on the submission of the complaint without being answered by the competent authority, and the reason for the interruption ends and the date of the judicial appeal cancellation from the day after the expiration of the sixty days after the submission of the grievance, and if the case is filed after this period. If the lawsuit is filed after this period, it is inadmissible.

In addition to the above, there is an important legal impact resulting from the complaint approved by the jurisprudence, which is related to the proof of the certainty of the decision in question before the administrative judiciary, the submission of the complaint to the concerned department proves the knowledge of the concerned decision of the claim in question from the date of filing his complaint.

5- Proof of Administrative Grievance Complaint

The complainant has to prove the submission of the complaint, and therefore does not count as saying by the plaintiff: it is a complaint in the legal time, as long as the date of the grievance is unknown, and cannot guide him or provide evidence, and the plaintiff can prove that he filed the grievance in all the methods of evidence adopted by the administrative judiciary. This is especially the submission of the grievance complaints book.

Board of Grievances

It is an independent judiciary body in the Kingdom of Saudi Arabia, which is directly linked to the King. It has 16 administrative courts distributed throughout the Kingdom. It seeks to establish justice, fairness and effective judicial control over administrative actions through the cases before him, to ensure the proper application of the established regulations and regulations and to enable the right holder to have the means of appeal. The functions and functions of the Board of Grievances were defined by Royal Decree No. (M / 51) in 1982, and Royal Decree No. (M / 3) in 2014, which provides for the system of proceedings at the Board of Grievances.

The Board of Grievances considers cases to which the Department is a party, but some of these cases may require certain procedures, including administrative

complaints, to be submitted to the Board of Grievances complaints. Administrative grievance complaints is a previous procedure for filing an administrative lawsuit, and is intended for the applicant to resort to the administrative body of the defendant to express his requests and objections. This grievance complaint may be compulsory in some lawsuits and optional in other lawsuits.

They are:

1. Job related Rights Claims: Claims in which employees or pensioners claim rights provided for by law.
2. Claims for the abolition of administrative decisions affecting the status of individuals.

Conclusion

Dear employee, the Deanship of Human Resources is at your service and has established a special department called the Department of faculty and staff services to take care of everything of your concern and your inquiries or complaints or other matters.

<https://dfpa.qu.edu.sa/>



رؤية VISION

2030

المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

Employee Handbook