



Identification Card:

Applied Science Private University	Quality Procedure
Document Number: QP (09 HR) 09	Confidentiality Level: General
Management Representative Approval: QAAO	Issue: 1/6
Approval Date: 20/4/2022	Title: Administrative Staff Grievance
Next Review Date: 1/3/2027	

1.	Objective
1-1	Ensuring institutional integrity and maintaining the right of the administrative staff working at the University.

2.	Scope:
2-1	All administrative members who were subject to a disciplinary administrative decision or dismissal and the demand reconsideration of the decision.

3.	Procedures:	Responsibility
3-1	A disciplinary administrative decision or dismissal is issued against the employee by the investigation committee.	- Investigation Committee
3-2	Submitting an official letter of grievance by the employee who was punished to his direct supervisor.	- Administrative Employee.
3-3	Submitting the grievance to the Vice-President for consideration.	- Direct Supervisor.
3-4	The Vice-President send recommendations to the Human Resources Department to reconsider or approve the decision as received.	- University Vice-President. - Human Resources Department.
3-5	After the human resources department receives the vice president decision to reconsider the decision, a committee is formulated for this purpose (Note: the committee consist of new members to conduct the investigation). The human resources department manager will address, through an official letter, the newly formulated committee to inform them about the date and time of the session.	- Human Resources Department Manager.
3-6	The Committee will call through an official letter all related parties of the problem to investigate them.	- Investigation Committee.
3-7	The committee will re-investigate all related party of the problem each separately, and it will instruct for the	- Investigation Committee.

The First Private University to Obtain International and Local Accreditations and Ranking





Identification Card:

Applied Science Private University	Quality Procedure
Document Number: QP (10 DSA) 07	Confidentiality Level: General
Management Representative Approval: QAAO	Issue: 1/6
Approval Date: 20/4/2022	Title: Student Grievance
Next Review Date: 1/3/2027	

1. Objective
1-1 Preserving students' rights and giving them the chance to review the penalties imposed on them as per the University in force rules, regulations and instructions.

2. Scope:
2-1 All students with violations who have been subject to disciplinary penalties.

3. Procedures:	Responsibility
3-1 Submitting the grievance application to the Dean of Student Affairs.	- Student.
3-2 Forming an investigation committee to discuss the application.	- Dean of Student Affairs.
3-3 Discussing the grievance application and sending recommendations either to cancel or reduce the penalty or keeping the penalty situation as is.	- Investigation committee.
3-4 Informing the student of the decision.	- Deanship of Student Affairs.
3-5 Informing the Faculty Dean concerned of the decision.	- Deanship of Student Affairs.
3-6 Informing the concerned academic department of the decision.	- Concerned Faculty Dean.
3-7 Informing the Admission and Registration Department of the decision.	- Deanship of Student Affairs.

4. Related Procedures:
4-1 Student Disciplinary Penalties OP (12 UF) 05.
4-2 Investigation and Disciplinary Committee QP (02 DSA) 07.

5. Documentation and Used Documents (soft and / or hard copies):
5-1 Grievance application.
5-2 Investigation Committee's decision.

The First Private University to Obtain International and Local Accreditations and Ranking