



"تطوير مستمر"

"Continuous Improvement"

جامعة الزيتونة الأردنية
Al-Zaytoonah University of Jordan

مكتب الاعتماد وضمان الجودة

Accreditation and Quality Assurance Office



"عراقة وجودة"

"Tradition and Quality"

الاجراءات المساندة لمتابعة الشكاوى والمخالفات والتظلمات والمقترحات / مكتب الاعتماد وضمان الجودة

(2-3) SP16/0500-3.1

1. Objective:

This procedure aims to plan and implement mechanisms for handling complaints, violations, grievances, and suggestions, and for issuing disciplinary actions at the university.

2. Scope:

This procedure covers all complaints, violations, and grievances related to employees and students, as well as their suggestions.

Inputs of this process:

Code	Form Name	Storage Location	Retention Period
SF16/0501	Violation Incident Report Form	Concerned Department	3 years
SF16/0502	Complaint or Grievance Notification Form	Concerned Department	3 years
SF16/0503	Suggestion Submission Form	Concerned Department	3 years
SF16/0504	Notification to Concerned Party Regarding Complaint/Violation/Grievance	Concerned Department	3 years
SF16/1408	Administrative Decision Circular Form	Concerned Department	3 years
SF20/0002	Dean of Student Affairs Committee Formation Decision Form	Deanship of Student Affairs	3 years
SF16/0505	Interrogation Record Form	Concerned Department	3 years
SF16/0506	Witness Statement Record Form	Concerned Department	3 years
SF16/0507	Investigation Result Report Form	Concerned Department	3 years

Outputs of this process:



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(2-3) SP16/0500-3.1

Code	Form Name	Storage Location	Retention Period
SF16/0508	Disciplinary Action Decision Form	Concerned Department	3 years
SF16/0509	Student Commitment Form Not to Repeat University Violations	Concerned Department	3 years
SF16/0510	Disciplinary Action Appeal Request Form	Concerned Department	3 years
SF16/0511	Disciplinary Appeal Decision Form	Concerned Department	3 years
SF16/0512	Complaints, Violations, and Grievances Follow-up Record	Concerned Department	3 years
SF16/0513	Suggestions Follow-up Record	Concerned Department	3 years
SF16/0514	Annual Report of Complaints, Violations, Grievances, and Suggestions	Accreditation and Quality Assurance Office	3 years

3. Reference:

- Applicable laws, regulations, and instructions at Al-Zaytoonah University of Jordan.

4. Definitions:

- **Complaint:** An expression of dissatisfaction with the university, its services, or the complaint-handling process itself, where a response or decision is expected explicitly or implicitly. It may be submitted by an individual or a group against another individual or group.
- **Violation:** An act or omission, intentional or negligent, by a person that breaches their duties toward the university. It is reported in writing through official channels to the competent authority to ensure compliance with applicable university laws and regulations.
- **Grievance:** An objection raised by a person against a decision that adversely affects their interest, submitted in writing through official channels to the competent authority to protect interests in accordance with university laws and regulations.
- **Suggestion:** An opinion submitted by a person to the concerned authority in writing through official channels for the purpose of improvement and development, involving faculty, staff, and students to enhance performance in academic, research, and administrative fields.



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- **Disciplinary Action:** A legal measure issued by the competent authority toward a person to resolve problems and protect the rights, duties, and interests of all parties under applicable university laws and regulations.
- **Root Cause:** The fundamental condition or situation that causes an issue (complaint, violation, or grievance) and whose correction prevents recurrence.

5. Responsibility:

- Council of Deans
- University President
- Primary Disciplinary Committee for Faculty Members
- Appellate Disciplinary Committee for Faculty Members
- Student Disciplinary Committee
- Director of the Accreditation and Quality Assurance Office
- Dean
- Director
- Relevant Investigation Committee
- Faculty Member
- Administrative Employee
- Student

6. Procedures:

Responsibility	Activity
Reporter	- The reporter (faculty member, employee, or student) reports complaints and grievances occurring on campus using Form No. SF16/0502 to the responsible person (dean or director).
	- The dean or director prepares a Violation Incident Report using Form No. SF16/0501.
	- If a case is reported verbally, it must be documented using the approved forms.
Responsible Person	- The dean/director assigns a serial number to each Complaint/Grievance Notification (SF16/0502) and Violation Report (SF16/0501) for each college/office/center/department and takes necessary actions or refers the case for investigation if needed.



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(2-3) SP16/0500-3.1

Responsibility

Activity

- Numbering starts from (1) at the beginning of each academic year for each unit separately.

Formation of Investigation Committees:

- If the parties are students from the same college and the incident occurred within college premises, the dean forms an investigation committee using Form SF16/1408.

- If students are from different colleges or the incident occurred outside college buildings, the Dean of Student Affairs forms the committee using Form SF20/0002.

**University President /
Dean**

- If the parties are employees within the same deanship, the dean forms the committee.

- The University President forms investigation committees using Form SF16/1408 in the following cases:

- Faculty members from different colleges.
- Employees from offices, centers, or departments.
- Mixed cases involving faculty, staff, and students.

- The President may form a student disciplinary committee when necessary, which reports to the Student Disciplinary Council.

Investigation Procedures:

- The dean or director notifies the concerned person (faculty member, employee, or student) in writing about the complaint, violation, or grievance using Form SF16/0504 at least 48 hours before the session.

- The investigation committee interrogates the concerned person using Form SF16/0505.

- The committee holds separate sessions for witnesses, using Form SF16/0506, and prepares an Investigation Result Report using Form SF16/0507, identifying the issue, root causes, and recommending appropriate disciplinary actions.

**Investigation
Committee /
Responsible Person /
Concerned Person /
Witness**

Imposing Disciplinary Actions:

- For students, the disciplinary decision is issued by the faculty member, dean, Dean of Student Affairs, or the Student Disciplinary Council according to university regulations, using Form SF16/0508.

- For staff and faculty, the University President issues or refers the decision to the Faculty Disciplinary Committee using Form SF16/0508.

- In some cases, the student may sign a Personal Commitment Form not to repeat the violation using Form SF16/0509.

**President /
Disciplinary
Committees / Dean**



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Responsibility	Activity
Council of Deans / President / Appeal Committees	<p>Appeal Procedures:</p> <ul style="list-style-type: none"> - Any person penalized may appeal to the University President using Form SF16/0510. - The President refers the appeal to the appropriate body (Faculty Appeals Committee, Student Disciplinary Council, or Council of Deans). - The final decision is documented using Form SF16/0511.
Issuing Body	<p>Execution of Disciplinary Decisions:</p> <ul style="list-style-type: none"> - Copies of the decision are sent to: <ul style="list-style-type: none"> • The concerned individual. • Their dean/director. • Director of Human Resources for filing in the employee record. • Dean of Student Affairs for student disciplinary files. • Director of Admission and Registration for enforcement in student records. - The dean/director prepares a Complaints and Violations Follow-up Record using Form SF16/0512, tracks all cases, root causes, and actions taken, and sends a copy annually to the Quality Assurance Office in a sealed envelope.
Responsible Person	<ul style="list-style-type: none"> - Records must include reports from the University Security Department and the Deanship of Student Affairs. - HR records must include attendance violations (lateness, absences). - College records must include cheating cases handled under teaching process procedures. - Transportation records must include driver violations tracked through the electronic monitoring system.
Responsible Person / Suggestion Submitter	<ul style="list-style-type: none"> - Faculty, staff, or students submit suggestions using Form SF16/0503 to the responsible person (dean/director). - The dean/director takes appropriate actions and records them in the Suggestions Follow-up Record (SF16/0513), submitting it annually to the Quality Assurance Office.
President / Quality Assurance Office	<ul style="list-style-type: none"> - Based on the Follow-up Records (SF16/0512 and SF16/0513), the Quality Assurance Office prepares the Annual Report on Complaints, Violations, Grievances, and Suggestions using Form SF16/0514, including statistics and proposed improvement plans, and submits it to the University President for approval.

7. Results (Success Criteria):



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Result	Criterion	Measurement Method	Frequency (Annually)	Responsibility
Compliance of actual procedures with documented procedures	100%	Form tracking	Once	Quality Office
Reduction rate in number of complaints, violations, and grievances	15%	((Cases previous year – Cases current year) / Cases previous year) × 100%	Once	Quality Office

8. Documentation:

Process	Executor	Name, Signature, and Date
Preparation	Accreditation and Quality Assurance Office	
Review	University Council	
Approval	Higher Quality Assurance Committee	