**COMPLAINTS COMMISSION ANNUAL REPORT**

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| Institution  **Najran University** |
| College/ Department |
| **Year and semester to which this report applies** |
| **Location (if not on main campus) (M/F)** |

1. **Summary of complaints**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Students complaints** | | | | |
| ……… | | (…….%) | Number of registered students | |
| ……… | (…….%) | | Number of students complaints | |
| ……… | (…….%) | | Number of student complaints resolved with satisfaction | |
| ……… | (…….%) | | Number of complaints from students regarding the educational process | |
| ……… | (…….%) | | The number of students complaints relating to the students | |
| ……… | (…….%) | | The number of student complaints relating to theacademic staff | |
| ……… | (…….%) | | The number of students complaints relating to management | |
| ……… | (…….%) | | Number of students complaints regarding the facilities and equipment | |
| ……… | (…….%) | | The number of students complaints relating to the re-correct the exam paper | |
| **Academic staff (A.S.) complaints** | | | | |
|  | | | Number ofA.S. in the department | |
| ……… | (…….%) | | Number of A.S. complaints | |
| ……… | (…….%) | | The number ofcomplaints resolved with satisfaction | |
| ……… | (…….%) | | The number of complaints relating to the educational process | |
| ……… | (…….%) | | The number ofcomplaints relating to the students | |
| ……… | (…….%) | | The number ofcomplaints relating to the A.S. | |
| ……… | (…….%) | | The number ofcomplaints relating to management | |
| ……… | (…….%) | | The number of complaints relating to the facilities and equipment | |
| ……… | (…….%) | | Number of complaints related to security and safety | |
| ……… | (…….%) | | The number of students complaints boxes | |
| ……… | (…….%) | | The number of A.S. complaints boxes | |
| ……… | (…….%) | | The number of complaints that are not resolved | |
| ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………. | | | | The most important observations about the complaints |
| ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………. | | | | Proposals on the development of complaints and the implementation period |
| ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………..  ………………………………………………………………. | | | | A summary of what has been updated in the college website |

1. **Policies and Procedures**

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| --- | --- | --- |
| **B.1. Number of available policies** | ………………………. | |
| **B.2. Statement of adopted policies only** | **Policy title** | **The level of policy activation (High, Medium, low or None)** |
| **………………………………………………………………** | ………………………. |
| **………………………………………………………………** | ………………………. |
| **………………………………………………………………** | ………………………. |
| **B.3. Improvement plan for policies** | **Statement of policies with low or none level of activation** | **Summary of planning Action** |
| **………………………………………………………………** | ………………………. |
| **………………………………………………………………** | ………………………. |
| **………………………………………………………………** | ………………………. |
| **………………………………………………………………** | ………………………. |

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| **Report complete by**: | **Signature** | **Date Report Completed** |
|  |  |  |
| **Approval of Measurement and Evaluation Committee by (if required):** | **Signature** | **Date** |
|  |  |  |
| **Department Council approval No:** | **Head of Department Council** | **Date** |
|  |  |  |

Note: all above signature are not required if report send by electronic administrative transactions