**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**

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| --- |
| **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 |
| **Academic staff (A.S.) complaints** |
|  | Number of A.S. in the department  |
| ………  | (…….%) | Number of A.S. complaints  |
| ………  | (…….%) | The number of complaints resolved with satisfaction |
| ………  | (…….%) | The number of complaints relating to the educational process  |
| ………  | (…….%) | The number of complaints relating to the students |
| ………  | (…….%) | The number of complaints relating to the A.S.  |
| ………  | (…….%) | The number of complaints 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