

Procedures for dealing with student complaints:

1. A student's complaint about his exam results shall be submitted within one week after the announcement of the exam results.
2. The student should submit his complaint to the Dean of the College or the Vice Dean for Academic Affairs.
3. After completion of the procedures, the Vice Dean for Academic Affairs addresses the head of the English language Department and informs him that a student needs to have an exam paper re-checked or grades to be revised.
4. The Head of Department then forwards the student's complaint to the Audit Committee which is composed of the Head of the Academic Guidance Committee and two other faculties to discuss the following points:
 - a. Ensure that all parts of the exam question are checked and the mark is placed within a circle and that the total marks is identical to that of the question paper. In case some questions were not checked, the course instructor will be asked to check them.
 - b. Make sure that all marks are written on the cover page of the students' answer sheet and they are in concord with the marks inside the exam paper. If question marks are miss-written on the cover page, the committee have to correct it.
 - c. For accuracy, the total marks should be written in numbers and in letters.
 - d. To ensure that the marks on the booklet match the marks of questions in the exam paper the course instructor will be called to correct the marks. The committee will inform the Head of the Department and the Vice Dean of Academic Affairs, which in turn informs the Dean of college to tell the instructor not to repeat such incident.
 - e. make sure that the classwork marks and the final test marks are assigned to the student final results through a modification form and submitted to the Deanship of Academic Affairs.
 - f. The student has the right to see the answer sheet and his answers in the presence of the Audit Committee.