



هيئة اعتماد مؤسسات التعليم العالي وضمان جودتها
Accreditation and Quality Assurance Commission for Higher Education Institutions

REGULATIONS AND PROCEDURES FOR SUBMITTING COMPLAINTS AND SUGGESTIONS

(Enacted pursuant to Paragraphs (A, K) of Article (7) of the Higher Education Institutions Accreditation Commission Law No. (20) of (2007) and its Amendments.)

Article (1): These Regulations are titled and shall be cited as the “Regulations and Procedures for Submitting Complaints and Suggestions to the Higher Education Institutions Accreditation Commission”, and shall go into effect as of 04/01/2010

Article (2): A complaint and/or a suggestion shall be presented by internal (Commission’s staff) or external (higher education institutions, local community, private sector or others) bodies who are service receivers from the Commission.

Article (3): The complaint and/or the suggestion shall be submitted in writing upon using a special form adopted for this purpose and the form shall be deposited in the box specified for this purpose.

Article (4): Upon a Commission Board decision, a committee called “Complaints and Suggestions Committee” shall be established and is comprised from three members for a term of one renewable year. The Commission shall, from amongst the Committee’s members, appoint a “Chairman” for it.

Article (5): The Committee shall be entrusted with the following duties:

- A. Examining the complaints/ suggestions presented to the Commission on the first working day of every month.
- B. Studying the complaints/ suggestions and handling them either directly or in cooperation with the competent body in the Commission.
- C. Submitting a report to the Chairman of the Board of the Higher Education Institutions Accreditation Commission, containing the Committees’ recommendation about the subject of the complaint/ suggestion and procedures to be implemented about it.
- D. Responding to the body which submitted the complaint/ suggestion in writing or electronically in no more than two weeks from the date of opening the box.

Article (6): Any complaint/ suggestion shall not be considered should all required information depicted on the special form not be attached therewith.

Article (7): The Commission shall have the right of not responding to any complaint/ suggestion that is not within its jurisdiction.