

**King Abdulaziz University**

**Faculty of Dentistry**

**Policy Manual**

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## Introduction:

The College of Dentistry strives to provide the highest quality services that contribute to the educational, professional, and skill development of its students. This is achieved by offering academic and educational resources that meet the highest standards, and by fostering an attractive and motivating academic environment that ensures the highest quality in teaching and learning.

As the establishment of policies and procedures for administrative and organizational operations is one of the most important factors in enhancing the efficiency of educational service delivery, it also has a positive impact on performance quality in the work environment.

This manual has been prepared to establish a solid foundation for the policies and procedures governing all administrative and organizational operations within the Educational Affairs Administration at the College of Dentistry.

## Vision – Mission – Values:



## Section One: Code of Conduct:

The university adopts a comprehensive approach to the academic, scientific, ethical, social, and cultural preparation and training of its students, based on the teachings of the Holy Qur'an and the Sunnah of the Prophet Muhammad (peace be upon him). The university believes that the following principles are fundamental in helping students to be honest and sincere in their pursuit of knowledge, guiding them toward proper behavior, encouraging diligence, patience, and perseverance in facing challenges, warning against cheating in examinations and plagiarism in assignments, and emphasizing respect for all members of the College of Dentistry team and the importance of providing the best possible care for patients.

Islam provides a comprehensive ethical framework for daily life activities of individuals, as well as direct guidance on proper behavior in specific situations. The Islamic Code of Conduct is a complete and detailed guide that complements the principles of ethics and the personal Code of Conduct of the American Dental Association (ADA). This document integrates those principles in a coherent manner that offers globally accepted guidelines for professional conduct with an Islamic identity, tailored for professionals at the King Abdulaziz University Faculty of Dentistry (KAUFD).

KAUFD is committed to providing a safe and supportive learning environment that not only promotes clinical competence and knowledge but also serves as a model of ethical and professional conduct, aiming to graduate qualified male and female dentists. This environment offers ongoing opportunities for the students' growth and development, encourages creativity and innovation, and expects graduates of the Faculty of Dentistry at King Abdulaziz University to continue to excel in serving their communities and advancing human culture.

KAUFD requires all students to sign an acknowledgment of receipt and understanding of this document. This is an official document approved by the College Council at King Abdulaziz University and the university administration.

### This document consists of six sections:

1. Academic Integrity
2. Human Virtues and the Five Essential Islamic Necessities
3. Shared Ethical Responsibilities of the Healthcare Team Members
4. Globally Recognized Ethical Principles Adapted to Islamic Teachings
5. KAUFD Guidelines for Professional Appearance and Conduct
6. Consequences of Violating These Guidelines

## PART I: ACADEMIC INTEGRITY

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Academic integrity at KAUFH is described as a set of values including maintenance of academic standards, avoidance of cheating or plagiarism, honesty and rigor in research and academic publishing. As such, academic dishonesty may include acts of violation of academic integrity including plagiarism, data fabrication, deception, cheating, bribery, sabotage, professorial misconduct, and impersonation, assuming a student's identity with intent to provide an advantage for the student.

### A. Attendance:

Students at KAUFH are expected to be in class on time and to participate fully in learning activities. Class attendance and participation are mandatory for all lectures, labs, and sessions. Exceeding the maximum permissible absences (10% or more) will deprive the student from attending the final exams.

### B. Academic Dishonesty:

Academic dishonesty is defined as “illegal and unethical behaviors that individual displays during testing of his/her knowledge and ability”. Academic dishonesty can include individual’s behaviors such as cheating, changing exam papers, stealing exam papers from examination hall, changing results of the exam, exhibiting physical or verbal aggressive behaviors to people administering the exam and disregarding the rules of the exam.

**The following list describes some acts of academic dishonesty:**

**Cheating:** any attempt to give or obtain unauthorized assistance in a formal academic exercise. This may be, but is not limited to, the use of material, study aids or communication.

**Plagiarism:** the adoption and/or reproduction of original creations of another author without due acknowledgement.

**Data fabrication:** The falsification of data, information, or citations in any formal academic exercise.

**Deception:** Providing false information to an instructor regarding a formal academic exercise (e.g., giving a false excuse for missing a deadline).

**Bribery:** Giving assignment answers or test answers for money.

**Impersonation:** assuming a student's identity with intent to provide an advantage for the student.

Regarding **Plagiarism**, KAUFH decided, for undergraduate students, that 20% is acceptable for citing other people’s work, above this cut-off it is considered infringement and students will receive “zero” mark for the submitted assignment. Students, however, are given one chance in the preliminary draft “only”, where 30% is considered acceptable, and for which the student will receive written feedback to correct and resubmit.

This is applied on written assignments, be it coursework, theses, research papers, project reports in the case of theses. Instructors are expected to run student work on one of plagiarism detection software and required to provide feedback and instructions to students.

KAUFD use the following software for detection of plagiarism:

- ❖ IThenticate.
- ❖ Turnitin.com.
- ❖ SafeAssign (within blackboard).
- ❖ Google and Google Scholar (can be used as initial step in plagiarism detection).

### C. Honor Pledge and Oath:

The Faculty of Dentistry at King Abdulaziz University (KAUFD) promotes and maintains high standards of academic integrity among its students. It has a code with an honor pledge, which all students should memorize and abide by. Violations to the honor code has penalties, which may range from failing an exam to dismissal from the university in accord with KAU policies and regulations. KAU Student Disciplinary Regulations

<https://studentaffairs.kau.edu.sa/pages-23001.aspx>).

KAUFD Students are reminded every year with the CODE at the orientation day and should sign “KAUFD Honor Pledge” included in their student logbook “My Backpack”.

### KAUFD Honor Pledge states:

“As a member of KAUFD community, I pledge on my honor to uphold the principles of honesty and responsibility at my faculty. I understand that such acts violate the Honor Code and undermine the community of trust.”

## PART II: HUMANISTIC VIRTUES AND THE FIVE ISLAMIC NECESSITIES

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**A. Humanistic Virtues:** Humanistic virtues are virtues that the health care professional must possess in order to carry on daily activities and use in his/her dealings with others in the workplace. This includes dealings with patients, colleagues, and other clinic staff. They represent human qualities that are needed in the health profession and play a large role in shaping the personality of a health care professional.

#### KAUFD OATH:

KAUFD students undertake the oath twice. Once at the transition of their pre-clinical to clinical academic year during the “White Coat Ceremony”, and at the conclusion of their studies during the “Graduation Ceremony”.

#### KAUFD Oath Statement:

##### القسم الطبي حسب المؤتمر العالمي الأول للطب الإسلامي

بسم الله الرحمن الرحيم

أقسم بالله العظيم أن أراقب الله في مهنتي، وأن أصون حياة الإنسان في كافة أدوارها، في كل الظروف والأحوال، بأدلاً وسعي في استنقاذها من الموت والمرض والألم والقلق، وأن أحفظ للناس كرامتهم، وأستر عوراتهم، وأكتم سرهم.

وأن أكون على الدوام من وسائل رحمة الله، بأدلاً رعايتي الطبية للقريب والبعيد، الصالح والطالح، والصديق والعدو. وأن أثابر على طلب العلم، أسخّره لنفع الإنسان لا لأذاه.

وأن أوقر من علمي، وأعلم من يصغرنى، وأكون أخصاً لكل زميل في المهنة الطبية في نطاق البر والتقوى.

وأن تكون حياتي مصداق إيماني في سري وعلايتي، نقياً مما يشينني أمام الله ورسوله والمؤمنين.

والله على ما أقول شهيد

#### The humanistic virtues are:

##### 1. Respect for human beings:

Absolute respect forms a fundamental of dealing with others in the workplace and insure humane interactions.

##### 2. Respect for human values and needs:

Ignoring human values and needs when dealing with others moves the health care provider from the circle of best interest of patients or co-workers to a paternalistic or dictatorship relationship.

##### 3. Compassion:

Dealing with vulnerable individuals requires compassion which can be felt before being practiced by health care professionals in their dealings with patients and other vulnerable populations.

##### 4. Empathy:

Showing empathy towards patients and other individuals in the workplace has a tremendous effect on health care provision as well as maintaining a healthy work environment. It is empathy, not sympathy that needs to be communicated by health care professionals to others and will help increase the compliance level among all.

##### 5. Honesty:

Being honest is what makes the trust relationship flourish between health care professionals and others in the workplace. Honesty without rudeness and with respect is required in interpersonal communication to build a mutual trust relationship.



## 6. Integrity:

This requires the health care professional to act in a manner that shows stability in his/her actions regardless of changing circumstances and with considering service as the primary concern not prestige or profit.

## 7. Humility:

Being down to earth, but with professional boundaries is needed in the daily interactions of health care professionals. Scientific or academic ranks do not define an individual but rather place a burden of responsibility on them rather than a privilege.

## 8. Competence:

Acknowledging one's skills' boundaries protects the health care provider and the patient from any harm or legal matters that could arise from overconfidence bias. Thus, improving personal skills is required to a level beyond which the health care provider must consider referring the patient to a more skilled and specialized dentist.

## 9. Prudence:

Critical thinking skills play a major role in the provision of high-quality health care. Therefore, health care professionals must strive to employ their critical thinking skills combined with their knowledge, experience, and best available evidence when it comes to decision-making in a clinical setting.

### B. The Five Islamic Necessities:

The five Islamic necessities are fundamentals that Muslims must live and abide by. They reflect respect and protection of human dignity regardless of religion, gender, color, race, ethnicity, or any other humanly subdivisions. These five necessities assure equality in dealings with others in any given society and in our case working in health care settings.

The five necessitates are:

1. Religion preservation.
2. Body and soul preservation.
3. Mind preservation.
4. Family preservation.
5. Wealth and money preservation.

### PART III: SHARED ETHICAL RESPONSIBILITIES OF HEALTH CARE TEAM MEMBERS

#### A. RESPONSIBILITIES TOWARDS SELF;

These include the following responsibilities:

1. Securing ways that produce self-wellbeing in all forms enabling the health care professional to practice dentistry safely.
2. Seeking medical, social, or psychological help whenever needed.
3. Preserving self-image by avoiding circumstances or acts that may affect the health care professional though social media or any other means.

## B. RESPONSIBILITIES TOWARDS THE ORGANIZATION AND THE PROFESSION;

These include the following responsibilities:

1. Ensuring that all clinical certifications and other requirements are being met. These requirements are:
  - 1.1. Valid professional registration by the Saudi Commission for Health Specialties (SCFHS).
  - 1.2. Valid basic life support (BLS) certificate.
  - 1.3. Evidence of annual training and certification in Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and Infection Prevention and Control (IPAC).
  - 1.4. Valid malpractice insurance policy.
2. Minimizing waste of resources including, but not limited to, dental materials or misuse of instruments, appliances, or any other organizational belongings.
3. Limiting the spread of infection and the disposal of potentially infectious human materials e.g., proper disposal of sharps and proper disposal of environmentally harmful materials and hazards.
4. Translating the organizational mission, vision, and goals to reality in daily activities and practices.
5. Maintaining a good reputation of the health care organization and the profession without defamation or distribution of misleading information verbally or electronically.
6. Following the organization recommendations regarding appropriate attire and demeanor.
7. Abiding by organizational policies and memos that regulate the provision of care to patients and regulates the interactions between workers in the workplace.
8. Maintaining a life-long learning attitude to improve the profession through joining professional scientific organizations and societies that help in keeping the health care professional updated in his/her field of service.

## C. RESPONSIBILITIES TOWARDS PATIENTS;

The health care professional must be aware of his/her responsibilities towards patients as well as the patients' rights.

1. Health care professional responsibilities towards patients include:
  - 1.1. Respecting patient's privacy
  - 1.2. Maintaining patient's confidentiality
  - 1.3. Keeping promises
  - 1.4. Being truthful
  - 1.5. Considering patient's values and personal preferences in treatment decisions
  - 1.6. Acquiring and maintaining the expertise necessary to perform professional tasks.
2. Patients' rights include:
  - 2.1. Choosing a dentist of their preference and scheduling an appointment

- 2.2. Knowing the education and training level of the dentist and the dental care team
- 2.3. Taking adequate time to ask questions and receive answers regarding their dental condition and treatment plan.
- 2.4. Knowing what the dental team feels the optimal treatment plan is. Patients also have the right to ask for alternative treatment options
- 2.5. Having an explanation of the purpose, probable (short and long term) results, alternatives and risks involved before consenting to a proposed treatment plan
- 2.6. Being informed of continuing health care needs
- 2.7. Knowing in advance the expected cost of treatment
- 2.8. Accepting, deferring, or declining any part of their treatment recommendations
- 2.9. Having reasonable arrangements for dental care and emergency treatment
- 2.10. Receiving considerate, respectful, and confidential treatment by their dentist and dental team
- 2.11. Expecting the dental team members to use appropriate infection and sterilization controls
- 2.12. Inquiring about the availability of processes to mediate disputes about their treatment.

#### D. RESPONSIBILITIES TOWARDS COLLEAGUES, CLINIC STAFF AND OTHER HEALTH CARE PROFESSIONALS:

These include the following:

1. Building a relationship among health care workers that is based on mutual trust and collaboration.
2. Dealing justly with colleagues without defamation or belittlement of their scientific rank or experience.
3. Avoid redirecting patients away from a colleague who started their treatment or telling patients not to see a specific colleague either in a direct or indirect way.
4. Dealing with colleagues, clinic staff, and other health care professionals with utter humility and respect.

#### E. RESPONSIBILITIES TOWARDS THE PUBLIC

These include the following:

1. Volunteering to help improve health care in communities, schools, and workplaces upon request.
2. Participation in campaigns to educate the public.
3. Providing oral health advice whenever asked, whether in a clinical setting or elsewhere.
4. participating in research projects and publishing articles in highly ranked journals to empower the public with up-to-date knowledge in the profession.
5. Providing honest and truthful information on social media platforms that the public follow.

## PART IV: GLOBALLY KNOWN PRINCIPLES OF ETHICS, ADAPTED TO OUR ISLAMIC TEACHINGS

### CODE OF PROFESSIONAL CONDUCT;

#### PRINCIPLE 1:

#### PATIENT AUTONOMY – الاستقلالية في اتخاذ القرار

##### DEFINITION: What is Patient Autonomy?

Patient Autonomy means “Self-Governance”. The dentist has a responsibility to respect the patient’s rights to self-determination and confidentiality.”<sup>1</sup>

The holy Quran states: “*And We have certainly honored the children of Adam...*” (Surat Al-Isra’; 17:70) indicating that all life must be honored regardless of color, gender, or creed. As such, dentists must provide their patient with treatment options keeping in consideration their desires and abilities. Such treatment must not infringe the patient’s rights. Patients must be respected and be provided the best available treatment while respecting their privacy and confidentiality and providing them the right to obtain all information pertaining to them.

#### RELATED CODE OF PROFESSIONAL CONDUCT:

##### 1.1. Patient Involvement;

The dentist has an obligation to explain and educate the patient on the diagnosis of their oral health status. The proposed treatment plan, as well as all the reasonable treatment options must be disclosed and discussed with the patient. The patient must be involved in deciding which treatment option is preferable to him/her within his/her desires and limitations.

##### 1.2. Patient Consent;

The dentist must not undertake any health care provision to a patient unless a written or verbal consent has been obtained by a patient who is an adult and has the capacity to consent for themselves. In the case of minors or adults with incapacitated ability to consent, the dentist must obtain consent from the legal guardian of the affected patient. At KAUFU, the general consent that is obtained at the time of file opening is not sufficient to perform any dental procedures as it is only considered a general consent by which the patient agrees to be treated by students at KAUFU. A second detailed, written or verbal consent must be obtained by the dentist/student/faculty staff, to whom which the patient was assigned before starting patient treatment. In case of verbal consent, the dentist is required to write in the progress notes of the patient to document obtaining of the consent.

##### 1.3. Patient Health Records;

The dentist has a duty to keep accurate and up-to-date health records of their patients. Every procedure must be truthfully reported and safeguarded in order to protect the welfare of the patient. In the event the patient requests copies, such copies must be made available, with or without a nominal fee and irrespective of the patient having completed payment for the treatment (when

applicable). Copies include any part of the health record, including radiographs. In the event of referral, the Health Record of the patient may be disclosed to the referral dental practitioner, as this is beneficial to the patient.

#### **Academic Use of information within Health Records:**

In instances when information in the Health Record of the patient is needed for academic purposes, confidentiality must be upheld. Any information that may indicate the identity of the patient must be omitted or this will be seen as infringement of patient confidentiality and is punishable by the law.

#### **PRINCIPLE 2:**

### **NON-MALEFICENCE – عدم الإيذاء**

#### **DEFINITION: What is non-maleficence?**

Non-maleficence means “Do no harm”. The dentist has a duty to refrain from harming the patient”<sup>1</sup>

The Prophetic saying states: “On the authority of Abu Sa’Eed Sa’ad bin Sinaan al-Khudree who reported that the Messenger of Allah (Peace and Blessings be upon Him) said: There should be neither harming nor reciprocating harm.” The dentist has an obligation to protect the patient from harm. This is achieved by keeping knowledge and skills current, being aware of one’s limitations and impairments and knowing when to refer to a specialist or other professional including auxiliaries.

#### **RELATED CODE OF PROFESSIONAL CONDUCT:**

##### **2.1. Education;**

The dentist’s role as a professional is based on his skills and knowledge, and as such, these must be current and updated at all times to ensure the best service is provided to the patient.

##### **2.2. Consultation & Referral;**

The welfare of the patient is the primary concern of the dentist, and the dentist is ethically obliged to refer the patient for treatment or consultation if he/she cannot provide the necessary treatment or diagnosis. Upon completion of treatment and/or consultation, the patient shall return to the treating dentist unless he/she specifically asks to remain with another clinician.

##### **2.3. Use of auxiliary personnel;**

It is the duty of the dentist to ensure that the auxiliary personnel involved in the treatment of the patient be competent and qualified. Furthermore, any treatment delegated to them must remain under the supervision of the dentist and he/she/she is ultimately responsible for the welfare of the patient.

##### **2.4. Personal Impairment;**

It is a breach of ethics to work on a patient under the influence of any toxic material or medication that causes cognitive and clinical impairment. Should a dentist be aware of such impairment in a colleague, he/she is ethically obliged to report it.

### 2.5. Post-exposure and blood-borne pathogens;

Should the dentist be infected with a blood-borne pathogen, and the patient is exposed during a procedure, they are ethically required to inform the patient of their status. Should the dentist be the “source” individual, he/she is obliged to provide all pertaining information and the relevant tests.

### 2.6. Patient Abandonment;

The commencement of treatment is a binding obligation to the dentist to complete it. Should the treatment need to be halted in case of referral, the patient must be given due notice and explanation. Under no circumstance is the patient to be dismissed without proper care to ensuring his/her continued welfare.

### 2.7. Personal Relationship with the patient;

Dentists must avoid any personal relationship with the patient that may jeopardize the professional judgment of the treatment, or that may pose a confidentiality breach conflict.

### 2.8. Sexual harassment;

KAUFD does not tolerate sexual harassment by any means whether verbal or physical. All faculty, employees, students, and patients are expected to be treated with dignity and respect.

### 2.9. Hazing;

KAUFD forbids any conduct of initiation into or affiliation with any student organization that endangers the physical or mental health, safety and wellbeing of any student or person.

### 2.10. Use of facilities;

Dental clinics, computers, and other facilities at KAUFD are university belongings and are expected to be handled with caution and care. Users may not attempt to destroy, damage, or degrade university belongings; nor use them for personal or commercial reasons without written authorization.

## PRINCIPLE 3:

### BENEFICENCE – الإحسان

#### DEFINITION: What is Beneficence?

Beneficence means to “do good”. It is the duty of the dentist to promote the health and welfare of the patient.<sup>1</sup> The Arabic equivalent “Ihsan” has a wider meaning of “doing good” and includes the perfection and good, kind conduct that must accompany all actions taken by the dentist.

The Prophetic saying states: On the authority of Abu Ya'la Shaddad bin Aws (may Allah be pleased with him), that the Messenger of Allah (peace be upon him) said: “Verily, Allah has prescribed excellence in everything –” Narrated by Muslim.

This clearly denotes the responsibility of the dentist to ensure the welfare and safety of the patient and the community. This is fulfilled with the provision of competent treatment in a timely manner, while respecting the desires of the patient and within and to the best of the abilities of the dentist. Such treatment must be provided with due consideration to the fees (if applicable) and such treatment must not be sacrificed on account of financial circumstances.

#### RELATED CODE OF PROFESSIONAL CONDUCT:

##### 3.1. Community Service;

Dentists are ethically obliged to use their clinical skills, knowledge, and expertise in the improvement of the health of the public and as such be leaders in their community.

##### 3.2. Research & Development;

Any result generated through investigation by the dentist, should be made available to the dental community if such result can benefit patients and promote health.

##### 3.3. Patents & Copyrights;

Dentists may secure patents and copyrights as long as they do not hinder or restrict research or practice.

##### 3.4. Neglect & Abuse;

It is an ethical obligation for dentists to familiarize themselves with signs of abuse and neglect and be aware of organizations to which such signs are to be reported. If such signs are found on adults, such reporting must be done while respecting the wishes of the patient. Should such abuse be seen in minors or individuals under the care of guardians, reporting must be carried out to the appropriate authorities while circumventing the guardians.

##### 3.5. Professional Demeanor in the Workplace;

It is incumbent on the dentist to act in a manner that is respectful and non-litigious in the workplace. Dentists are ethically obliged to act cooperatively within their dental team, be communicative and thus optimize the care provided to the patient.

#### PRINCIPLE 4:

##### JUSTICE - العدل

##### DEFINITION: What is Justice?

Justice means "Fairness". It is the duty of the dentist to treat patients justly. Dentists have a professional obligation to treat everyone fairly; patients, colleagues, and the dental team. The dentist is ethically bound to provide treatment without prejudice<sup>1</sup>.

The Holy Quran states: *"Indeed We have sent Our Messengers with clear proofs, and revealed with them the Scripture and the Balance (justice) that mankind may keep up justice" (Surat Al-Hadid; 57:25)* And: *"Indeed, Allah orders justice and good conduct..." (Surat Al-Nahl; 16:90)* And: *"Be just: that is nearer to piety" (Surat Al-Maeda; 5:8).*

## RELATED CODE OF PROFESSIONAL CONDUCT:

Please refer to Dental Healthcare Workers Manual of King Abdulaziz University Dental Hospital V9.

[https://www.kau.edu.sa/Files/555/Files/160808\\_KAUDH\\_Dental\\_Healthcare\\_Workers\\_Manual\\_V9.pdf](https://www.kau.edu.sa/Files/555/Files/160808_KAUDH_Dental_Healthcare_Workers_Manual_V9.pdf)

### 4.1. Patient Selection;

KAUFD acknowledges diversity and does not tolerate discrimination on all aspects including race, gender, nationality, religion, disability and socioeconomic status. It is unethical for a dentist to refuse treating a patient based on race, religion, nationality, color or gender. Furthermore, denying treatment to a patient known to be infected with any infectious disease (for example human immunodeficiency virus, hepatitis B, or hepatitis C virus) is unethical and unacceptable, if this is the only reason to refuse treatment. It follows guidelines that all patients should be treated as potentially infectious and therefore no discrimination be made based on their infectious status when known.

### 4.2. Emergency Service;

It is the ethical obligation of the dentist to provide arrangements for the patient for possible after-hours emergency. Should the dentist be involved in the treatment of a patient not under their care, as an emergency service, he/she shall refer the patient back to their dentist once the emergency care is completed, while recording all the information in the patient health record.

### 4.3. Justifiable Criticism;

Dentists are ethically obliged to inform the patients of their current oral health status including criticism of previous treatment as long as it is communicated professionally without reproachful comments. Dentists must report poor or faulty treatment in a non-litigious and professional manner.

## PRINCIPLE 5:

### VERACITY – الصدق والأمانة

#### DEFINITION: What is Veracity?

Veracity is "Truthfulness". It is the duty of the dentist to communicate truthfully.<sup>1</sup> The Prophetic saying states: on the authority of Abdullah bin Mas'ud (May Allah be pleased with him) reported: The Prophet (*peace be upon him*) said, "Truth leads to piety and piety leads to Jannah. A man persists in speaking the truth till he is enrolled with Allah as a truthful. [Agreed upon]." Truthfulness and honesty must accompany all actions and communications done by the dentist.

## RELATED CODE OF PROFESSIONAL CONDUCT:

### 5.1. Representation of Care;

Dentists must not represent care to their patients falsely or in a misleading manner.

#### Dental Amalgam:

The ADA has reached the consensus that the removal of an amalgam restoration that is in good condition and is not causing allergy to the patient, under the pretense that it is "toxic", is unethical. The dentist has the obligation to inform the patient of the



harmlessness of leaving the restoration and must not mislead the patient. Should the patient insist on the removal, the dentist can oblige once all information is disclosed.

## 5.2. Representation of Fee;

### 5.2.1. Overbilling:

It is unethical to overbill a patient or falsify treatment records of a patient under a particular coverage (insurance or personal) when applicable.

### 5.2.2. Treatment Dates:

It is unethical to change treatment dates for the purpose of obtaining (financial) benefits.

### 5.2.3. Dental Procedures:

It is unethical for the dentist to claim having carried out a certain procedure for the sole purpose of reimbursement or greater payment.

## 5.3. Disclosure of Conflict of Interest;

When the dentist claims particular benefits to a treatment of material, verbally or written, he/she is ethically obliged to disclose any conflict of interest whether monetary or personal with the company/parties providing the material/device.

## 5.4. Reporting Adverse Reactions;

Dentists must report any adverse reactions to materials and/or devices should they occur to the regulatory body of their country (such as FDA). Lack of reporting is considered an infringement of ethical conduct.

## 5.5. Unearned Degrees and False specialization;

It is unethical for the dentist to work without the appropriate certification or with falsified documents. It is unethical for a dentist to assume the role of a specialist without having received, completed, and attained the degree.

## PART V: KAUFU GUIDELINES FOR PROFESSIONAL ATTIRE AND DEMEANOR

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### Dress Code Standard in the Patient-Care Area

As a member of faculty, an auxiliary staff, or a student of KAUFU you are required to uphold a set of standards that convey the level of professionalism maintained in the institute. In this document, the minimal requirements for professional image are highlighted. Such dress code is to be followed by all students, faculty, and auxiliaries working in any Patient Care Areas at KAUFU University Dental Hospital (UDH). Such areas include clinics, nursing stations, patient rooms, and reception/waiting areas.

GUIDELINES			ACCEPTABLE	NOT ACCEPTABLE
CLOTHING DESCRIPTION	TOP	Women	Women are required to wear white coats at all times, and these must be: Below knee-length, long-sleeved, not tight-fitting, clean & wrinkle-free	Short-sleeved, or sleeveless, dirty, stained, frayed. Tight, see-through and/or above knee-length.
		Men	Men may wear scrubs and/or white coats, long or short-sleeved, clean & wrinkle free.	Sleeveless, dirty, stained, frayed T-shirts, or any type of shirt without a collar.
	BOTTOM	Women	Full-length trousers/skirt, an inch above the floor. Clean & wrinkle free.	Tight-fitting, too short or too long, dirty, stained, or frayed Leggings, lounge wear or training pants.
		Men	Full-length trousers/scrubs, an inch above the floor. Clean & wrinkle free	Tight-fitting, too short or too long, dirty, stained or frayed. Thobes, Jeans, shorts, gym pants, lounge wear or training pants.
	HEAD COVER	Women	Must cover all of the hair. Ends of head-cover must be kept under the coat or gown. Head-cover must be clean & wrinkle-free	Ends of head-cover above coat/gowns, very ill-fitting, dirty, stained or frayed Flashy colors, lace and beaded
		Men	No head cover required unless hair is longer than the nape of the neck. A disposable head cover is worn during all patient-contact times.	Head-cover (shumagh)
	FOOTWEAR	Women	Flat or moderate heel (6 cm), closed-toe, clean	Heel above 6 cm, open-toe, sandal, dirty, stained or frayed
		Men	Flat, closed-toe, clean	Open-toe, sandal, dirty, stained or frayed (slippers are not allowed).

Colors:

Colors are accepted at KAUFU and UDH as long as they are not flashy and bright. Black, white, cream, brown, navy blue and pastel colors are accepted, with mild patterns, no ornaments and of thick, resistant material.

### Grooming Standard

Grooming indicates how a person maintains his/her personal hygiene and overall look. At KAUFU Hospital Patient Care areas, all personnel must maintain the following guidelines:

GUIDELINES		ACCEPTABLE	NOT ACCEPTABLE
HAIR	Men	Hair must be well kept and groomed, and if long, tied back, away from the face.	Long un-kept hair, loose on the shoulders, covering eyes, dirty
	Women	While faculty and students are required to cover their hair as an Islamic tradition, any hair that shows must be in place and away from the face. Non-Muslim auxiliaries must keep their hair tied back.	Hair that is untied and slipping from under the head-cover requiring persistent re-adjustment, hair that covers the eyes.
FACIAL HAIR		All facial hair must be well kept and during procedures be tucked under the face mask.	Un-kept facial hair, untrimmed beard, or hair outside the facial mask.
FINGERNAILS		Must be kept clean and filed, not more than 3 mm long	Very long nails, artificial nails, flashy or chipped nail polish, dirty nails.
MAKE-UP		Minimal make-up	Heavy make-up or flashy colors.
JEWELRY		Simple and plain	Flashy jewelry or necklaces, heavy bangles or bracelets, nose piercings.  Apparent watches, bracelets during patient procedures.
BODY ODOR		Natural odor or mild cologne or perfumes	Strong cologne or perfumes. Clothing or body smell from smoking or poor hygiene.  Bad breath.

## PART VI: CONSEQUENCES OF INFRINGEMENT OF SUCH GUIDELINES

Disciplinary actions are enforced at two levels:

### LEVEL 1: AT KAUFU

Deals with breaches of the code described in this document. Such breach warrants disciplinary actions that are stated in the table below.

VIOLATION	Responsibility	First Infraction	Second Infraction	Third Infraction	Fourth Infraction
Infringement of the Academic Integrity	Infringement is monitored and dealt with by Scientific Departments, Assigned Academic Affairs, and Female Section Representatives.	<p>Absence will be dealt with based on Attendance Policy set by KAUFU.</p> <p>Disciplinary Regulations for KAU Students</p> <p><a href="http://studentaffairs.kau.edu.sa/Content.aspx?Site_ID=211&amp;Ing=AR&amp;cid=220362">http://studentaffairs.kau.edu.sa/Content.aspx?Site_ID=211&amp;Ing=AR&amp;cid=220362</a></p> <p>A translated copy is provided as an attachment.</p>			
Infringement of the Code of Professional Conduct	Infringement is monitored and dealt with by Directorship of University Dental Hospital Representatives.	<p><b>Referral to "Disciplinary Committee" under the Directorship of the University Dental Hospital.</b></p> <p>The "Disciplinary Committee" will decide on any of the following depending on the severity of the violation:</p> <p>Suspension from clinics.</p> <p>Other disciplinary actions the committee might see appropriate and does not violate KAU's Disciplinary Regulations.</p> <p>A signed copy of decision and student's signed pledge not to repeat the violation will be kept in student's file at the Vice Deanship of Academic Affairs.</p>			
Infringement of Professional Attire	Infringement is monitored and dealt with by Assigned Academic Affairs Representative and Directorship of University Dental	Verbal Warning	<p>Withdrawal of University ID by the assigned committee or personnel.</p> <p>Student will retrieve ID after signing receipt of the 1<sup>st</sup> warning letter</p>	<p>Withdrawal of University ID by the assigned committee or personnel.</p> <p>Student will retrieve ID after</p>	<p>Referral to Disciplinary Committee.</p> <p>The "Disciplinary Committee" will decide on any of the following depending</p>

	Hospital Representative		<p>from the office of Academic Affairs.</p> <p>A copy will be kept in the student's file.</p>	<p>signing receipt of the 2<sup>nd</sup> warning letter from the office of Academic Affairs.</p> <p>A copy will be kept in the student's file.</p>	<p>on the severity of the violation:</p> <p>Unaccounted attendance to lecture.</p> <p>Suspension from clinics.</p> <p>Other disciplinary actions the committee might see appropriate and does not violate KAU's Disciplinary Regulations.</p>
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- ❖ Scientific Departments monitor daily activity through MPE forms. Students will be denied marks assigned for behavior and appearance. Major violations are reported via incident report to relevant party for appropriate action (Incident Report Forms for Academic and Clinical Violations are available on KAUFUD's Official Website – Faculty Section).

\* Disciplinary Committee consists of Academic Affairs Representative and Directorship of University Hospital Representatives.

## LEVEL 2: OUTSIDE OF KAUFUD;

This involves disciplinary actions either by the medical forensic committee or by the supreme court in Saudi Arabia depending on type of medical errors in hand. In cases of intentional medical errors, the health care professional will be referred to the supreme court and their outcome of disciplinary action lies under the Islamic rule of an eye for an eye and tooth for tooth. However, in case of unintentional medical errors, the health care professional will be referred to the medical forensic committee that is headed by a judge and include the following members: the attorney general, two consultants in the specific medical subject matter, and a member of the society. The sanctions to non-intentional medical errors in Saudi Arabia are meant to protect the public and they are:

1. A fine that ranges between 10,000 to 100,000 Saudi Riyals which only covers the civil rights and is added on top of any other expenses that was involved in treating the patient to ensure enforcing criminal laws.
2. Imprisonment for up to six months.
3. Suspension from work for a given period of time.
4. Probation that allows the health care professional to work under supervision for a period of time.
5. Withdrawal of the health professional license which bans the individual from practicing in Saudi Arabia.

6. Defamation by authorities after obtaining a court permission to do so.

**NOTE 1 TO KAUFD STUDENTS:**

All students are covered legally under the umbrella of KAUFD. However, this does not protect them in case the student performed an intended medical error.

**NOTE 2 ON KAUFD STAFF:**

KAUFD staff are responsible to supervise students and to make sure that all medico-legal practices are being followed because if a non-intentional medical error happens and the patient decided to escalate the matter the court of law, the faculty staff (not the student) is the one to be called by the medical forensic committee.

## Section two: Attendance and Absence Policy

The attendance and absence policy at the Faculty of Dentistry, King Abdulaziz University, aims to monitor student achievement and motivate student behavior towards the educational process, work values, and commitment. This has a positive impact on the educational process and the outcomes of the faculty according to specific mechanisms that align with nationally and internationally accredited educational quality standards.

In accordance with the regulations and laws of King Abdulaziz University and the Faculty of Dentistry (Article 4 of the Study and Examination Rules at the Faculty of Dentistry), it states that: Students must attend lectures, practical lessons, and clinical sessions. If the attendance rate falls below 75% of the specified lectures, practical lessons, and clinical sessions for each course during the semester, the student is prohibited from continuing in the course and taking the final exam. A student who is denied entry to the exam due to absence is considered to have failed the course and must retake the course and the exam (Article 4 of the Study and Examination Rules at the Faculty of Dentistry).

The agreed-upon attendance and absence policy was implemented during the second Faculty Council meeting held on (5/2/1439 AH). It includes daily monitoring of student absence and documenting it in electronic tables according to the specific calculation for each subject based on the number of lectures, laboratories, and clinics.

- 1.1. Rates for Issuing Notices and Warnings to Students:** Absence in lectures, laboratories, and clinics is calculated separately, and the absence rate should not exceed 25% for each part. If a student exceeds 25% in any part of the course, whether in lectures, laboratories, or clinics, the student is denied of entering the final exam for that course. Notices and warnings are issued to students according to the rates outlined in the table:

#	Type of Notice	Student's Rate
1	Absence Notice	10% - 14%
2	First Warning for Absence	15% - 19%
3	Second Warning for Absence	20% - 24%
4	Denial of Final Exam Decision	25% and above

**Excuses for Absence According to Article 18 of the Study and Examination System at King Abdulaziz University and the Faculty of Dentistry:**

### 1.2. Absence with an Excuse:

In case of absence with a valid excuse from attending lectures or periodic exams or midterm exams, the excuses must be submitted to the Office of the Vice-Deanship for Educational Affairs (for male students) and the Office of Educational Affairs (for female students). They must be submitted either by the student or through a relative or acquaintance, or through the

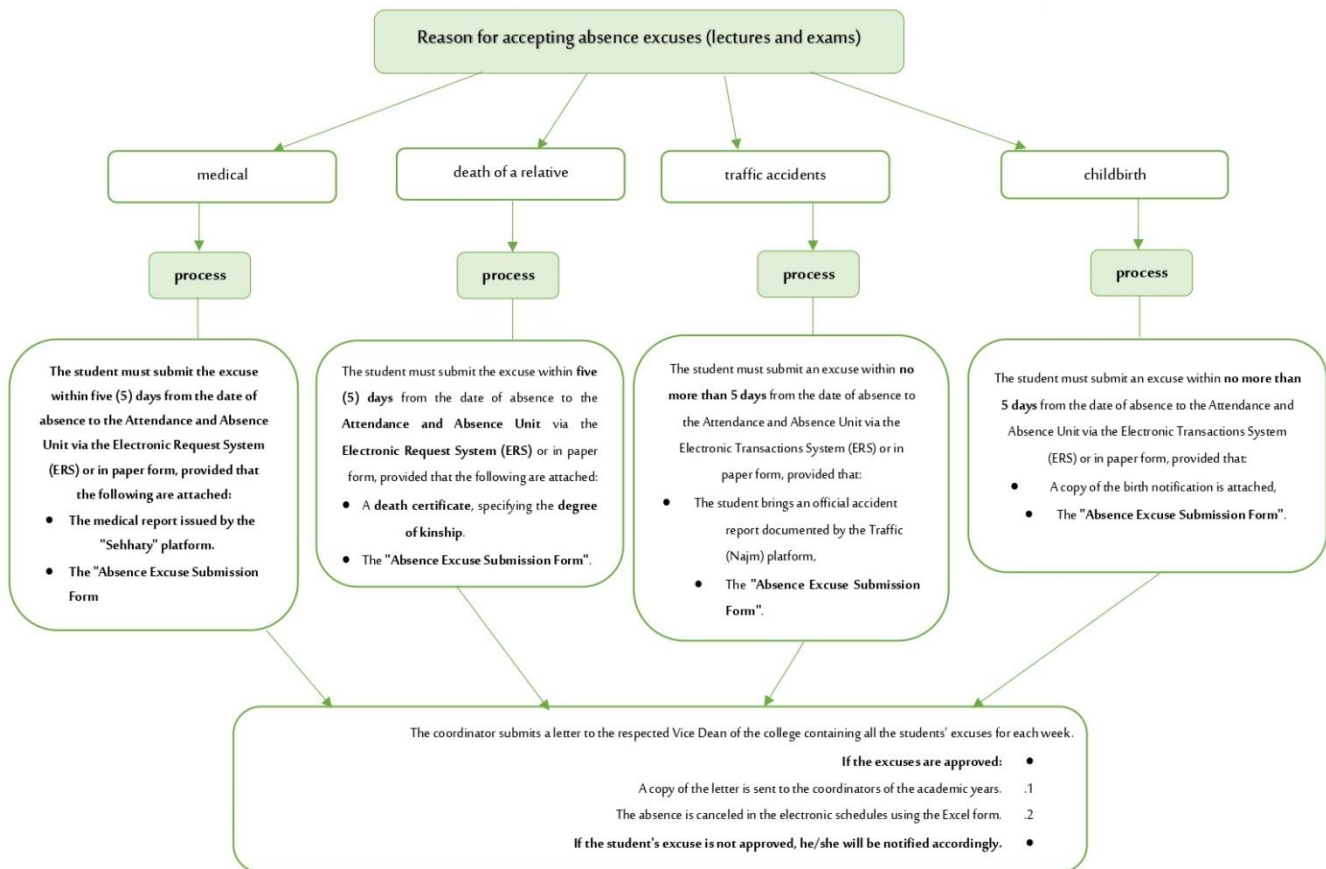
Electronic Transactions System (ERS) within a period not exceeding five (5) days, except in cases of hospitalization or childbirth, where excuses can be accepted within a maximum period of two weeks, taking into account:

- 1.2.1. **Medical cases:** Submit a medical report issued by the "Sehhaty" platform or a certified report from the health affairs office if issued by a private hospital or clinic.
- 1.2.2. **Death of a relative:** Submit the death certificate (indicating the degree of kinship).
- 1.2.3. **Traffic accidents:** Submit a documented accident report from the traffic office.
- 1.2.4. **Childbirth:** Submit a copy of the birth notification.
- 1.3. **Submission of Excuses for Absence from Exams:**
  - 1.3.1. An excuse for missing one exam per course during the semester is accepted.
  - 1.3.2. If a student submits a medical report for an absence coinciding with a periodic exam or midterm exam, the report will be reviewed by the Vice-Dean for Educational Affairs (for male students) or the Vice-Dean for the Female Section. If the excuse is accepted, it will be forwarded to the Academic Affairs Committee (male/female). If accepted, the official excuse will be referred by the Vice-Dean for Educational Affairs to the respective department for a final decision.
  - 1.3.3. If a student submits a medical report for an absence coinciding with a final exam, the report will be reviewed by the Vice-Dean for Educational Affairs (for male students) or the Vice-Dean for the Female Section. If the excuse is accepted, it will be referred to the Academic Affairs Committee (male/female) for a decision. If accepted, the official excuse will be referred by the Vice-Dean for Educational Affairs to the respective department for a final decision regarding the student's status and coordination for a makeup exam.
  - 1.3.4. In case of repeated absences (with excuse) from periodic and midterm exams, the Academic Affairs Committee (male/female) has the right to reject the medical excuse or request that the student appear before a medical committee.
- 1.4. **Absence without Excuse:**

If a student exceeds the allowed absence limit set by the Academic Affairs Unit of 25%, they will be denied from taking the final exam if the absence rate reaches 25%.
- 1.5. **Monthly Absence Reports:**
  - 1.5.1. Monthly reports from course supervisors including attendance and absence for lectures and labs must be submitted to the Office of the Vice-Deanship for Educational Affairs, ensuring the privacy and confidentiality of student information.



1.5.2. Monthly reports from course supervisors including attendance and absence for clinics must be submitted to the Student Performance Supervisor.



### Attendance and Absence Policy

### Section Three: Academic and Non-Academic Grievance Policy

The Faculty of Dentistry at King Abdulaziz University (KAUFD) is committed to continuously enhancing and advancing the quality of its educational services to the highest level of efficiency, in alignment with its goals and strategic plan. Recognizing the importance of evaluating teaching and learning standards through appropriate methods—such as utilizing feedback—KAUFD administration places special emphasis on the opinions of its students, considering them key stakeholders and partners in the development of student services provided by KAUFD.

In line with this principle, KAUFD has established a policy for documenting, following up on, and promptly addressing grievance submissions (academic/non-academic) while maintaining strict confidentiality.

The Faculty of Dentistry is committed to upholding students' rights and promoting fairness through a structured approach that supports a cohesive and inclusive academic environment. This is implemented through an academic administrative framework that ensures a safe, just, and productive learning atmosphere. All academic and non-academic grievances are addressed promptly and objectively, with due consideration for the rights and perspectives of all parties involved, in accordance with the principles of fairness, justice, and King Abdulaziz University (KAU) policies.

#### Objectives:

1. To inform students of the designated entity responsible for receiving grievance submissions within KAUFD and to guide them on how to claim their full rights from academic and administrative bodies through a fair and just system.
2. To support students' rights based on the regulations and policies in force at KAUFD and KAU, while promoting awareness of their university rights and assisting them in exercising those rights.
3. To facilitate the submission of grievance requests through the official email, paper form, or the electronic system.
4. To give due attention to academic grievances by reviewing them and finding appropriate solutions, ensuring that each request is handled seriously, transparently, impartially, and confidentially, without affecting the relationship with the student who submitted the grievance.
5. To uphold equality and ensure that every individual receives their due rights in accordance with applicable regulations.

6. To uphold academic integrity and ensure that students' rights are recognized and respected.
7. To ensure grievances are followed up within the specified time frame and to track actions taken in response.
8. To identify and address any deficiencies in the academic procedures subject to grievance, if present.

### Scope of Application:

This policy applies to all affiliates of the Faculty of Dentistry at King Abdulaziz University, including students, trainees, and postgraduate students — both Saudi and non-Saudi.

### Definitions of Terms:

- **Student:** Refers to any male or female student (including students, trainees, and postgraduate students) enrolled at the Faculty of Dentistry, King Abdulaziz University.
- **Grievance:** A student's expression of dissatisfaction related to decisions or actions affecting them, or harm experienced involving any other party (including students, faculty members, technicians, administrative staff, or patients), whether academic or non-academic in nature.
- **Academic Grievance:** Any grievance pertaining to academic matters.
- **Non-Academic Grievance:** Any grievance pertaining to matters outside the academic scope.
- **Discrimination:** The act of treating an individual unfairly or differently based on differences such as gender, race, nationality, skin color, age, or disability.

### First: Academic Grievances

Academic grievances include all of the following:

1. Review of exam grades.
2. Cheating.
3. Plagiarism.
4. Course content.
5. Quality of teaching.
6. Academic dismissal decision.

## Procedural Steps for Submitting an Academic Grievance Request

In accordance with the University Study and Examination Regulations and the approved executive rules of King Abdulaziz University, Article No. (36) from Article Seventeen (Amendment of Student Grades):

1. The student must fill out the required information in the **Grade Review Request Form (Form 1)** and submit it to the course coordinator for grade review. The review period depends on the type of exam:

**1.1 Periodic Quiz:** The student has the right to request a review within one week of the exam.

**1.2 Midterm Exam:** The student has the right to request a review during the first week of the second semester.

**1.3 Final Exam:** The student has the right to request a review within the first month of the following academic year, as per Article Seventeen, Paragraph (2), Page (22) of the Undergraduate Study and Examination Regulations.

2. The course coordinator reviews the exam paper of the student who submitted the request.
3. If a grade amendment is warranted, the course coordinator refers the matter to the department head, who then completes the necessary procedures.
4. If no grade change is modification is needed, the student is informed that the grievance is invalid.
5. If the student is dissatisfied with the decision of the course coordinator, the student may appeal to the relevant department head for further review.
6. In accordance with Article (34) of the Undergraduate Study and Examination Regulations, the department head has the right to refer the student's quiz/exam paper to another faculty member in the same specialty for re-grading:
  - 6.1 If a grade modification is required, the department head proceeds with the necessary procedures.
  - 6.2 If the review results in a lower grade than the original previously given, the lower grade will be officially recorded.
  - 6.3 If no grade modification is needed, the student will be informed that the grievance is invalid.
7. If the student remains dissatisfied with the outcome, the following must be done:

**7.1** Submit an **Academic Grievance Form (Form 2)** to the Educational Affairs Unit after completing all required fields. The request is placed in a sealed envelope and handled with strict confidentiality and urgency.

**7.2** The Educational Affairs Unit staff forwards the grievance requests to the designated Vice Dean. Anonymous requests will not be considered.

8. A subcommittee derived from the Student Performance Committee shall be formed, headed by the Vice Dean for Educational Affairs and the Vice Dean for the Female Section comprising of the Admissions and Registration Supervisor, Head of the Relevant Department (or a designated representative), and the relevant Student Affairs Supervisor (Male or Female):

**8.1** The committee members have the right to reject a grievance on **procedural grounds**, if the submission procedures were not followed, if the request lacks seriousness, or if supporting evidence is insufficient.

**8.2** The committee reviews and verifies the grievance before making a final decision.

**8.3** The committee's recommendations are submitted to the Dean of the Faculty for approval or for a final decision deemed appropriate based on the investigations conducted.

**8.4** Upon approval by the Dean, the committee's decision is **final and binding**.

9. The student shall be provided with a copy of the committee's decision.



Grade Adjustment Form

## Second: Non-Academic Grievances

Non-academic grievances include all matters related to a student's interaction with another student, faculty member, technician, administrative staff, or patients, as follows:

1. Being subjected to ridicule, insult, or verbal threats that undermine the dignity of the student.
2. Being subjected to verbal abuse or physical harm.
3. Being subjected to abusive or arbitrary behavior.
4. Discrimination.

## Procedural Steps for Submitting a Non-Academic Grievance

1. Initially, the student should make every effort to resolve the issue amicably at the earliest opportunity by discussing the grievance directly with the other party involved.
2. If amicable resolution is not possible, the student must fill out the **Non-Academic Grievance Form** completely and submit it within **three (3) working days** from the incident. The form must be delivered to the relevant Educational Affairs Unit in a **sealed envelope** and will be handled **confidentially and urgently**.
3. The designated staff member in the Educational Affairs Unit will forward the grievance requests to the Vice Dean for Educational Affairs and to the Vice Dean of the female section. Anonymous submissions will **not** be considered.
4. The Grievance Committee members will review all submitted grievances, examine each case individually, and verify the reasons for the grievance.
5. The Committee has the right to reject a grievance on **procedural grounds** if submission procedures were not followed, or **substantively** if the claim is deemed unserious or lacks sufficient evidence. In such cases, a justified dismissal decision will be issued and once approved by the Dean, becomes **final and not subject** to further appeal.
6. The committee shall meet with the other party involved to verify the causes of the grievance.

7. If the grievance is unsubstantiated, the request shall be returned to the student and filed in the **non-academic grievances record**.
8. If the grievance is found to be valid, the following procedures will be taken:
  - 8.1 Refer the grievance resolution procedures internally to the relevant department or administration to implement the committee's decisions.
  - 8.2 The committee will respond to the complainant with a **written statement** outlining its decision within **15 to 30 working days** of receiving the grievance. If additional time is needed, the student will be notified along with the reason for the delay.
  - 8.3 If the grievance is against a department head or a vice dean, the grievance shall be submitted directly to the **Dean**, who will form a committee as deemed appropriate to review the case.
  - 8.4 If the grievance is against the Dean or any vice deans, it will be referred directly to the **University President**.
9. **Malicious Complaints:** If it is determined that the complaint was intentionally false or malicious, the committee may recommend referring the student to the appropriate disciplinary committees.
10. The committee's recommendations will be submitted to the Dean for approval or for the Dean to make a final decision based on the findings.
11. The student has the right to **appeal** the committee's decision within **15 working days** from the date of receiving the decision.

## Methods for Submitting an Academic / Non-Academic Grievance

### 1. Using the Paper Form:

- 1.1 The **Complaint and Suggestion Form** is available on the official website of KAUFU.
- 1.2 Printed copies of the form can also be obtained from:
  - The **Educational Affairs Office** (Female Campus),
  - The **Student Affairs Supervisor's Office** (Male Campus),

- Or the **Postgraduate Studies Coordinator's Office**.

1.3 Complaints or suggestions must be written in **Arabic or English**, ensuring that **all required fields** are filled out and the grievance is explained clearly and in detail.

1.4 Once completed, the form must be submitted in person to:

- The **Educational Affairs Office** (Female Campus),
- The **Student Affairs Office** (Male Campus),
- Or the **Postgraduate Studies Coordinator's Office**.

1.5 After submission, the form should be placed in a **sealed envelope** while ensuring **complete confidentiality** is maintained and delivered to:

- The Office of the **Vice Dean (Female Campus)**,
  - Or the Office of the **Student Affairs Supervisor** (Male Campus),
  - Or the Office of the **Vice Dean for Postgraduate Studies and Scientific Research**,
- while



**Incident Reporting Form**

## 2. Via Email:

Complaints and suggestions from students are received via the official complaint email address:

- **For the Female Campus:** den-cssg@kau.edu.sa
- **For the Male Campus:** den-cssg@kau.edu.sa
- **For Postgraduate Students:** Through the Office of the Vice Dean for Postgraduate Studies and Scientific Research.



To maintain **complete confidentiality**, access to the complaint email inbox is limited as follows:

- For **female students**, only the **Vice Dean of the Female Campus** has access.
- For **male students**, only the **Vice Dean for Educational Affairs** has access.
- For **postgraduate students**, only the **Vice Dean for Postgraduate Studies and Scientific Research** has access.

### 3. Through the Electronic System (OVR – “Baligh”):

This is the system used by KAUFU and the University Dental Hospital at King Abdulaziz University (KAUDH) for reporting incidents that affect:

- Students,
- Patients,
- Staff,
- Faculty members,
- Healthcare providers,
- And visitors.

These incidents may have a negative impact on the **quality of education** or **patient care**. The system was developed to streamline the process of complaint tracking, resolution, and performance monitoring through reports and performance indicators. Complaints are submitted **confidentially** to the responsible department, and an email confirmation is sent to acknowledge receipt of the report and to inform the student of its status.

#### 3. Electronic System - "Balagh" (OVR):

The "Balagh" (OVR) system is used by the College of Dentistry and the University Dental Hospital to report incidents that affect students, patients, staff, faculty members, healthcare workers, and visitors, which may negatively impact the quality of education and patient care. This system was established to simplify the complaint-follow-up process, find solutions, and track performance through reports and performance indicators. Complaints are sent confidentially to the responsible authority, and an email will be sent to confirm the receipt and status of the report.

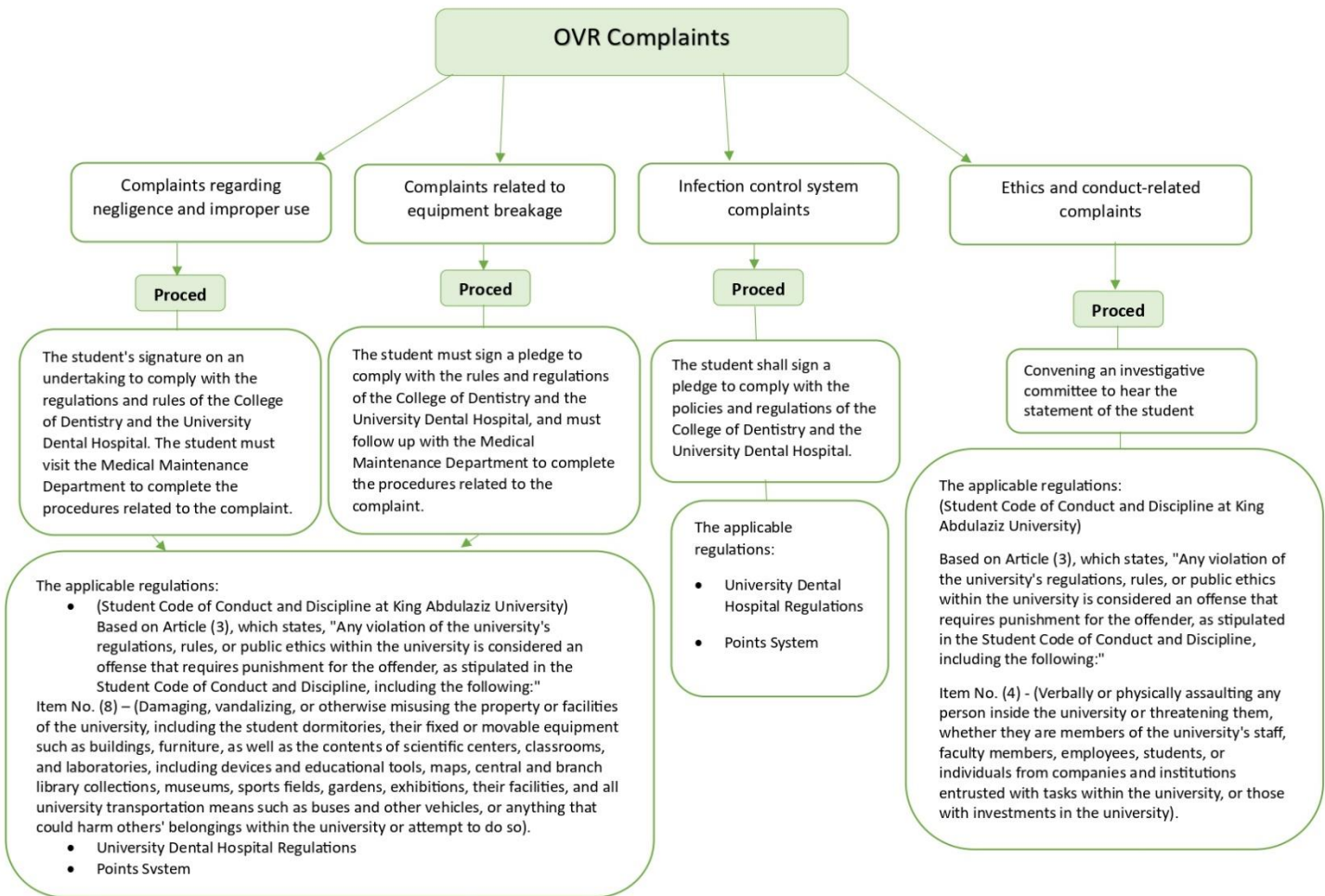


Steps for Submitting a Complaint via the “Balegh” System



Academic and Non-Academic Grievance Policy

## Work Procedures and Mechanisms Related to Complaints Received via the "Ballegh" (OVR) System:



## Section Four: Policies of the Academic Advising

The Faculty of Dentistry at King Abdulaziz University is working on developing the academic and clinical skills of its students in accordance with the faculty's objectives and strategic plans, which seek to support the students in integrating into the academic environment and to provide a positive educational environment that improves the student's performance.

The academic advising system at the Faculty of Dentistry introduces a comprehensive system for assisting the students in a manner, which maintains both privacy and confidentiality of information in accordance with clear procedures. Thereby, helping the academic advisor perform his/her duties effectively and with high quality, and assist in achieving psychological and social integration of students. This ensures that the academic process with its outcomes proceed in compliance with the administrative and academic standards and systems and in line with both KAU standards as well as national and international accreditation standards.

In accordance with the regulations of the Ministry of Education and King Abdul Aziz University, academic guidance is one of the tasks and responsibilities of the faculty member, which complements his main duties, as stipulated in the following administrative and academic regulations:

- Article forty-one (41) of the regulations governing the affairs of faculty members at the Ministry of Education: "Faculty members and the like shall perform thirty-five working hours per week - which may be increased to forty working hours per week by a decision of the University Council - spent in teaching, research, academic guidance, office hours, scientific committees and other work assigned to them by the competent authorities at the university."

Based on the Code of Professional Ethics for Faculty Members and the Like at King Abdulaziz University, item No. (6) Duties and responsibilities in the field of the educational process: "To pay attention to office hours to guide and mentor students and solve their personal and social study problems."

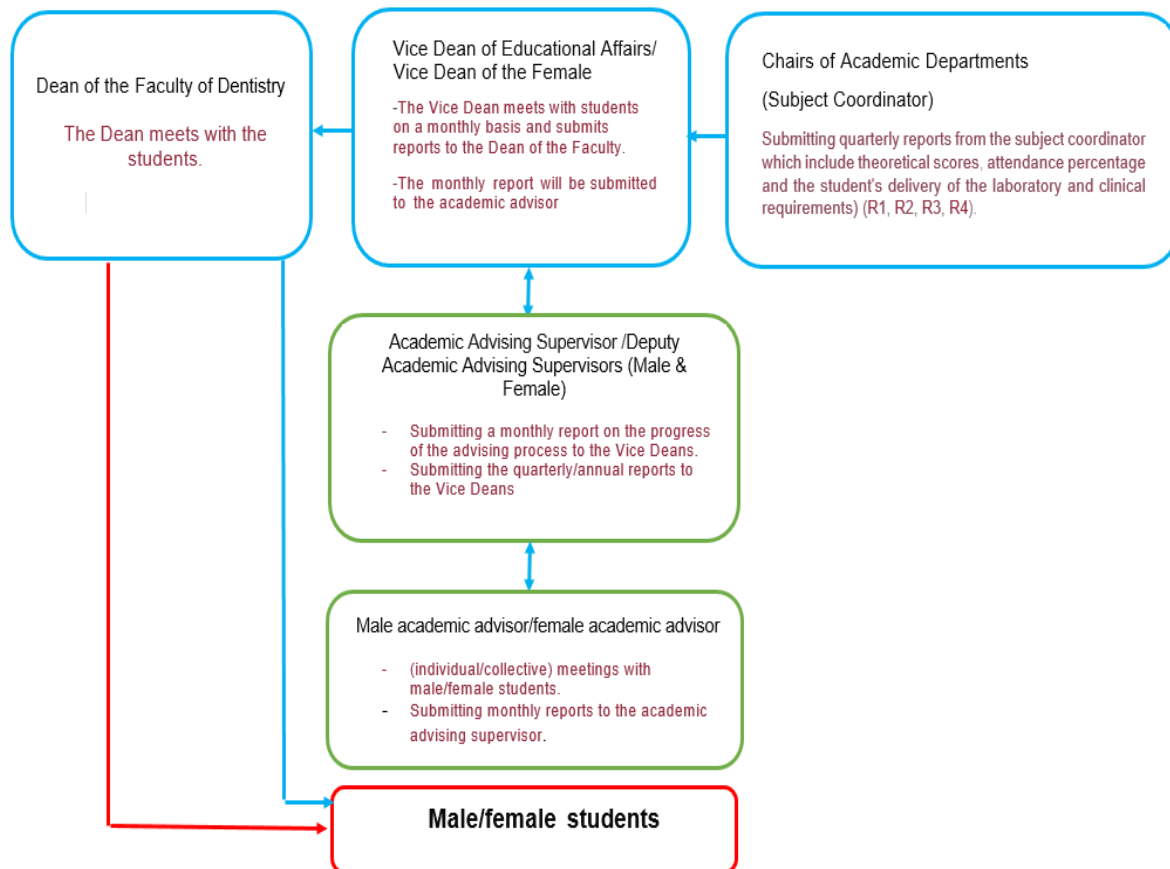
### The Academic advising includes the following Responsibilities

#### Tasks of the Academic Advising:

- 1.1. Develop and implement academic advising policies and procedures in alignment with the university's academic advising policies .
- 1.2. Designate academic advisors and assign them to students .
- 1.3. Schedule group academic advising sessions, ensuring at least two sessions per academic year, and communicate these schedules to all academic advisors and students .
- 1.4. Guide students on utilizing the university's available resources for academic advising .

- 1.5. Incorporate results from personal interviews into the academic advising process .
- 1.6. Provide each student at all academic levels with the name of their academic advisor .
- 1.7. Identify struggling students based on electronic performance evaluation results and notify academic advisors via email to monitor these students .
- 1.8. Oversee the academic, psychological, and social follow-up of students .
- 1.9. Organize workshops on academic advising in coordination with the Faculty Development Unit at the faculty .
- 1.10. Prepare statistics related to group academic advising sessions for both academic advisors and students .
- 1.11. Annually calculate the KPI; Key Performance Indicators for the effectiveness of academic advising and compare it with previous years .
- 1.12. Distribute surveys at the end of each semester to academic advisors and students to identify strengths and weaknesses in the academic advising mechanisms .
- 1.13. Supervise the preparation of periodic reports for presentation to the Student Performance Evaluation Committee.

## Academic Advising Mechanism



Academic Advising Policy for the Faculty of Dentistry

## Section Five: Withdrawal Policy at the Faculty of Dentistry

- 1.1. A student may withdraw from continuing studies for a semester without being considered a failure, according to the Study and Examinations Regulations for the university stage and the approved executive rules number (13): "A student may withdraw from continuing studies for a semester without being considered a failure if they provide an acceptable excuse to the authority designated by the University Council, within a timeframe specified by the executive rules approved by the University Council. The student receives a grade of (W) for this semester, and this semester is counted towards the graduation requirements."
- 1.2. Conditions for Withdrawal at the Faculty of Dentistry: Based on Article 13 of the Study and Examinations Regulations for the university stage and the approved executive rules, the following additional conditions are specified for withdrawal from continuing studies: "Article 5 of the Executive Rule of King Abdulaziz University:
  - 2.1 The competent body to accept requests for withdrawal from continuing studies is the Academic Affairs Committee, formed by each college council at the beginning of each academic year under the chairmanship of the college's vice dean.
  - 2.2 The student's cumulative GPA must not be less than (2).
  - 2.3 The withdrawal period from studies is counted based on the number of semesters allowed for deferment according to Article 14 of the regulations, which are two consecutive or three non-consecutive academic semesters.
  - 2.4 The academic calendar for each semester specifies the period during which a student may apply for withdrawal electronically or through the committee authorized to accept requests for withdrawal from continuing studies.
  - 2.5 If a student wishes to withdraw from studies after the specified period in the academic calendar, they must present an acceptable excuse to the College's Academic Affairs Committee for presentation to the Permanent Admission Committee, which has the right to accept or reject based on the excuse provided.
- 1.3. Article 15 of the Study and Examinations Regulations for the university stage and the approved executive rules states: "If a regular student discontinues studies for a semester without requesting deferment, their enrollment is terminated by the university. The University Council terminates students' enrollment if they discontinue studies for less than (number of semesters).
- 1.4. Additionally, the Faculty of Dentistry requires an additional condition: the student must visit the Office of Academic Affairs after the withdrawal period for an academic year end, within a period not exceeding (7) days before the start of the next academic year. Failure to visit the college within the specified period will result in the student's name being withdrawn.