
Safeguarding & Student Welfare Policy

1. Commitment

SVIBCI is committed to creating and maintaining a safe, respectful, and supportive educational environment for all students. This Policy reflects our obligations under Saudi law, including the Child Protection Law, the Anti-Harassment Law, and applicable Ministry of Education regulations.

Safeguarding is the responsibility of every member of the SVIBCI community, including students, staff, and academic partners.

2. Scope

This Policy applies to all SVIBCI students across all programme formats, including in-person, online, and hybrid delivery. It covers conduct in SVIBCI premises, digital platforms, employer placements, and any SVIBCI-organised events or activities.

3. Prohibited Conduct

The following conduct is strictly prohibited and will not be tolerated:

- Physical, verbal, psychological, or sexual harassment or abuse of any person
- Bullying, intimidation, or coercion in any form — including cyberbullying
- Discrimination based on gender, nationality, religion, disability, or any other protected characteristic
- Conduct that creates a hostile, threatening, or unsafe environment
- Any behaviour that exploits a position of authority or trust

4. Reporting Welfare Concerns

Students who experience or witness safeguarding concerns are encouraged to report them promptly. Reports may be made:

- To the designated Student Welfare Officer via studentwelfare@svibci.sa
- Through the anonymous concerns channel on the student portal
- Directly to a trusted member of staff or faculty

All reports will be treated with confidentiality and sensitivity. Students will not face adverse consequences for making a good-faith report.

Where a reported concern may constitute a criminal offence, SVIBCI is obligated to refer the matter to the appropriate Saudi authorities, including the National Centre for Family Development or law enforcement, as required by law.

5. Institutional Response

Upon receipt of a welfare concern, SVIBCI will:

- Acknowledge the report within 2 business days
- Conduct a fair, confidential, and timely investigation
- Take appropriate protective action to safeguard the welfare of those involved
- Implement disciplinary action where a violation is substantiated
- Provide referral to external support services where appropriate

6. Support Resources

SVIBCI recognises that students may need additional support. The institution will, where possible, provide or facilitate access to appropriate welfare and counselling resources in accordance with the student's needs.

7. Contact

Student welfare and safeguarding: info@svibci.sa

Emergency (Saudi Arabia): Dial 911 | Anti-Harassment Hotline: 1919

Complaints & Appeals Policy

1. Purpose

SVIBCI is committed to resolving complaints and appeals fairly, promptly, and transparently. This Policy establishes a structured process for students and stakeholders to raise concerns, seek resolution, and appeal formal institutional decisions.

2. Scope

This Policy covers:

- Academic complaints relating to assessments, marking, or programme delivery
- Administrative complaints relating to fees, enrolment, or institutional processes
- Conduct and welfare complaints
- Appeals against formal disciplinary, academic integrity, or attendance decisions

This Policy does not apply to matters that are the subject of active legal proceedings.

3. Complaints Process

Stage 1 — Informal Resolution (within 5 business days)

Students are encouraged to first raise concerns informally with the relevant faculty member, programme coordinator, or student services team. Many concerns can be resolved quickly and informally at this stage.

Stage 2 — Formal Written Complaint (within 14 business days)

Where informal resolution is not achieved or appropriate, students may submit a formal written complaint to complaints@svibci.sa, including:

- A clear description of the complaint and the outcome sought
- Relevant dates, supporting evidence, and documentation
- Details of any prior informal discussions

SVIBCI will acknowledge formal complaints within 3 business days and provide a written response within 14 business days.

Stage 3 — Senior Review

Where the student remains dissatisfied following Stage 2, they may request a review by a senior institutional representative within 7 days of receiving the Stage 2 decision. The senior reviewer's decision is final at the institutional level.

4. Appeals Process

Students may appeal formal decisions — including academic, disciplinary, or attendance decisions — by submitting a written appeal within 14 days of receiving the written decision. Appeals must specify the grounds for appeal, which are limited to:

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- Procedural error in the original decision-making process
 - New material evidence that was not reasonably available at the time of the original decision
 - Disproportionate outcome relative to the severity of the matter

5. Complaints We May Decline

SVIBCI reserves the right to decline complaints that are:

- Frivolous, vexatious, or made in bad faith
- Anonymous, unless there are welfare concerns justifying confidentiality
- Outside the institution's jurisdiction or scope of responsibility
- Submitted beyond reasonable timeframes without justification

6. External Escalation

Where a matter remains unresolved following completion of SVIBCI's internal process, students may seek recourse through the relevant Saudi regulatory authority, including the Ministry of Education or the relevant consumer protection body.
