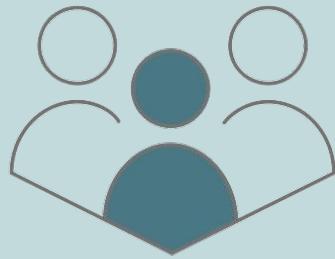


نُجَابٌ



العربية

ENGLISH

9:27



Login Register

User ID

PSU Email

Password



Administrator or Department?

Register

9:27



Login Register

User ID or PSU Email

Password

[Forget password?](#)

Login

تجاب



File a Complaint



My Complaints





New Complaint

Title of your complaint

Brief description of your complaint in 20 words

Type of the complaint:

- Academic Affairs
- Campus Facilities
- Faculty and Staff Relations
- Financial
- Suggestion

Text of the complaint

Add more details

Add attachments



Is this complaint urgent?

- Yes

Would you like to receive email notifications of this complaint?

- Yes

Do you want to be anonymous?

- Yes

Submit



مُجاپ

Received



Complaint successfully submitted

Thanks for letting us know!

Your complaint has been received

and will be addressed soon

[Edit or review the complaint](#)



نجاب

My Complaints



Need more details

Ticket #19024

Campus Facilities

Broken Chairs in Chemistry Lab

Edit

Track



In Progress

Ticket #18034

Technical

Campus Wi-Fi Connectivity Issues

Edit

Track



Resolved

Ticket #17045

Financial

Registration Issue for Summer Semester Courses

Reopen the complaint

Satisfaction Rate:



Comment?





My Complaint

Ticket #19024

Need more details

Title of your complaint

Broken Chairs in Chemistry Lab

Type of the complaint:

Campus Facilities

Text of the complaint

Several chairs in the Chemistry Lab are in a state of disrepair, with broken seat cushions and unstable legs. This poses a safety hazard to students and instructors during lab sessions, as there is a risk of accidents and injuries. Despite notifying lab assistants about the issue, no action has been taken to replace or repair the damaged chairs.

Add attachments



Feedback (Need more details):

Thank you for bringing this issue to our attention. Could you please specify which Chemistry Lab within the university you are referring to? Knowing the exact location will help us address the problem more effectively.

Resubmit



مُجاَب

My Complaint

Ticket #18034
In Progress

Title of your complaint

Campus Wi-Fi Connectivity Issues

Type of the complaint:

Technical

Text of the complaint

I'm experiencing persistent connectivity issues with the campus Wi-Fi network in multiple locations, including the library. Despite numerous attempts to reconnect, the signal keeps dropping, disrupting my ability to complete online assignments and access course materials. This issue has been ongoing for the past week and is hindering my academic progress.

Add attachments



Track

Resubmit



مُجاَب

My Complaint

Ticket #17045

Resolved

Title of your complaint

Registration Issue for Summer Semester Courses

Type of the complaint:

Financial

Text of the complaint

I encountered difficulties registering for the summer semester courses due to an error message indicating insufficient balance on my account. Despite having paid the tuition fees on time, I was unable to proceed with course registration

Attachments



PaymentReceipt.pdf

Feedback (Resolved):

Thank you for bringing this issue to our attention. We have investigated the matter and discovered that there was an error in the system that prevented you from registering for the summer semester courses despite having paid the tuition fees. We have rectified the issue, and you should now be able to register for your desired courses without any further difficulties.



مُجاَب

Track a Complaint



In Progress

Ticket #18034

Technical

Campus Wi-Fi Connectivity Issues



Processing

Resolution steps being considered

5-5-2024 | 3:10pm



Under Review

Department is reviewing the complaint

4-5-2024 | 1:16pm



Assigned

Administrator assigned complaint to responsible department

4-5-2024 | 9:40am



Received

Complaint received

4-5-2024 | 8:03am



مُجاَب

Profile



Hi Lama Alghzzi
220410092@psu.edu.sa

Account settings

Personal information >

Edit profile >

Notifications >

Help & Support

Privacy policy >

FAQ & Help >

Log out





Notifications



Additional details required

2 hours ago

Your complaint regarding the broken chairs in the Chemistry Lab needs more details. Please provide additional information to expedite the resolution process.



Follow-up required

1 week ago

Please provide feedback on the resolution of your complaint regarding the Wi-Fi connectivity issue in the library. Your input will help us improve our services.



Complaint resolved

1 week ago

The issue with the Wi-Fi connectivity in the library has been resolved. You should now be able to access the internet without any issues.



9:27

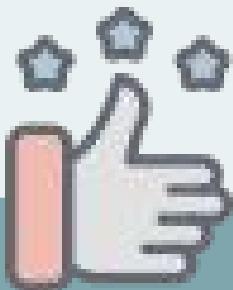


مُجاپ

xxx Department



Complaints



Users Satisfaction Rate



مُجاپ

Complaints



From: Lama Alghzzi | CS-CYS

Ticket #19024

Campus Facilities

Urgent complaint

Broken Chairs in Chemistry Lab

Resolved

Need more details

In Progress



Anonymous | CS-CYS

Ticket #18034

Technical

Urgent complaint

Campus Wi-Fi Connectivity Issues

Resolved

Need more details

In Progress



From: Lama Alghzzi | CS-CYS

Ticket #17045

Campus Financial

Urgent complaint

Registration Issue for Summer Semester Courses

Resolved

Need more details

In Progress

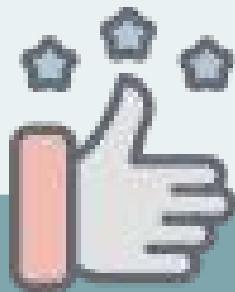


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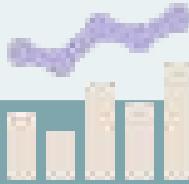
Admin



Complaints



Users Satisfaction Rate



Complaints Analysis



مُجاَب

Complaints



From: Lama Alghzzi | CS-CYS

Ticket #19024

Campus Facilities

Urgent complaint

Broken Chairs in Chemistry Lab

[Assign to](#)

[Review status](#)



Anonymous | CS-CYS

Ticket #18034

Technical

Urgent complaint

Campus Wi-Fi Connectivity Issues

[Assign to](#)

[Review status](#)



From: Lama Alghzzi | CS-CYS

Ticket #17045

Campus Financial

Urgent complaint

Registration Issue for Summer Semester Courses

[Assign to](#)

[Review status](#)

