



ISLAM MEDICAL COLLEGE

KNOWLEDGE HONOUR EXCELLENCE

GRIEVANCE POLICY

INTRODUCTION

Islam Medical College, Sialkot aims to maintain effective and supportive relationship between students and faculty/staff members within the institution. However, when a student feels that he or she has been treated unjustly by college administration, violating statutes / policies of college, he may file the grievance with the college administration and expect appropriate resolution.

DEFINITION

A “**grievable**” matter is a complaint that grievant has been directly or adversely affected in his/her education, training or professional activities as a result of an arbitrary and capricious act, or failure to act, or a violation of University or College policy or procedure by the University.

Grievant means “student who feels that injustice has been done to him”

WHAT CONSTITUTES GRIEVANCE?

A “grievable” matter is a complaint that a grievant has been directly or adversely affected in his/her education, training, or professional activities as a result of an arbitrary and capricious act, or failure to act, or a violation of college policy. This definition includes:

Student Programs, Facilities and Services: Allegations of violations of college policies and procedures with respect to programs, services, activities or facilities.

Student Relations: Allegations of unfair treatment from faculty, administration, staff or fellow students.

Pasrur Road, Sialkot

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WHAT DOES NOT CONSTITUTE GRIEVANCE

A Grievance is not:

- Response to a decision by the administration against other offences as mentioned in prospectus; this is known as an appeal
- Response to an appealed decision from the dean of college that was upheld through the appeal process.
- When a student complains about the actions of another student;
- Complaint regarding, sexual harassment, or discrimination on the basis of gender, race color, religion, ethnicity, sexual orientation, age or disability;

COMPOSITION OF GRIEVANCE COMMITTEE

1. Prof. Dr. Munir Ahmed	Vice Principal	(Member)
2. Prof. Dr. Alvina Raja	HOD Forensic Medicine	(Member)
3. Dr. Maham Tahir	Assistant Prof. Physiology	(Member)

SOP FOR FILING A COMPLAINT

SOP's for filing a complaint are mentioned below. At any stage, the grievant may withdraw his/her case if he/she believes that the conflict has been successfully resolved.

1) The grievant must submit a written grievance to the Committee/ Principle.

2) The grievance must be submitted within 8 business days of the incident/ decision leading to the grievance or the conclusion of an informal dispute resolution process, whichever is later.

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- 3) A delay in the filing of the grievance may constitute grounds for rejection of the grievance.
- 4) The written grievance should include:
 - a) Description of complaint,
 - b) The name of the person(s) against whom the grievance is initiated,
 - c) Description of any informal attempts at resolution,
 - d) Description of the remedy sought, and e) any other information the grievant believes to be relevant.

The grievant should attach any relevant documentation.

The standing Committee will determine whether the grievance presents a grievable issue. If the Committee decides that the matter is not grievable, the Committee will dismiss the grievance and provide written notification to the grievant stating the reason for such a decision. Such decision shall be final and may not be appealed.

If the committee determines that the matter is grievable committee will provide written notification to the parties and assemble the relevant documentation and facts. The committee may interview and /or request additional information from the grievant, the individual against whom the grievance is initiated, witnesses, and relevant college personnel. The committee will formulate its finding and recommendations based on a majority vote and will forward its recommendation in writing to the principal of college.

The Principal will inform the parties to the grievance in writing of his/her decision and the reasons for the decision. The Principal's decision is final and binding on all parties to the grievance.

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ADMINISTRATION

A good faith effort will be made to complete the process within days, but this time frame may be extended as reasonably necessary. Legal counsel for any party may not participate in meetings or deliberations pursuant to this procedure. The Principal will not act as the prosecutor or defender of any party, but will act as the prosecutor or defender of any party, but will act as an impartial legal advisor of the institute.

Principal

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