

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

Grievance: A complaint in which a student (grievant) has been directly or adversely affected in his/her education, training, or professional activities due to an arbitrary act, failure to act, or violation of college policy/procedure.

Grievant: A student who feels that injustice has been done to him/her.

Scope of Grievance

A matter is considered “grievable” if it involves:

Student Programs, Facilities, and Services: Alleged violations of college policies regarding academic programs, services, activities, or facilities.

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

Matters Not Constituting Grievance

The following do not fall under the grievance policy:

- Appeals against disciplinary decisions already processed under the prospectus.
- Complaints regarding decisions upheld by the Dean through the appeal process.

- Complaints against actions of another student (to be handled separately under disciplinary rules).
- Complaints related to sexual harassment or discrimination on the basis of gender, race color, religion, ethnicity, sexual orientation, age or disability

Standard Operating Procedure (SOP) for Filing a Grievance

1. The grievant must submit a written grievance to the Principal/Grievance Committee.
2. The grievance must be filed within 8 business days of the incident/decision or conclusion of informal resolution attempts, whichever is later.
3. At any stage, the grievant may withdraw the complaint if the matter is resolved satisfactorily.
4. The Grievance Committee shall review the complaint, conduct hearings if necessary, and issue a written decision within a reasonable timeframe.

Confidentiality and Safeguards

All grievance proceedings shall be conducted in strict confidence to protect the privacy of the students involved. Retaliation against any student who files a grievance is strictly prohibited, and the college ensures that such protection is integral to the process. Records of grievances will be securely maintained by the Office of Student Affairs for a minimum period of five years following resolution, thereby ensuring accountability and long-term preservation of institutional integrity.

Alignment with PMDC Standards

This policy is fully harmonized with the guidelines of the Pakistan Medical and Dental Council (PMDC). It guarantees transparency in safeguarding student rights, ensures ethical handling of complaints, and provides a structured mechanism for resolution. Furthermore, it incorporates safeguards against misuse or victimization, thereby reflecting the college's commitment to fairness, professionalism, and compliance with national regulatory standards