


# Students' Grievance Redressal Policy



Purpose	The purpose of the Student Grievance Policy is to provide equitable and orderly processes to resolve grievances by students.
Prepared by	Student Affairs
Approved by	Academic Council
Final Approval	 Prof Dr Soufiah Farrukh Principal QAMC,BWP
Custodian of the Policy	Student Affairs Department
Total Pages	5

## **SCOPE**

This Policy will provide students with an opportunity to resolve complaints alleging inappropriate application to a student, of any rules or policies of Quaid -e-Azam medical college Bahawalpur, in a fair and impartial manner. By involving the relevant departments dealing with the substantive function connected with the grievance, while maintaining necessary confidentiality, except as related to academic grade appeals.

## **DEFINITIONS**

### 1. Grievance

Formal difference or dispute between a student and a college employee about the interpretation and/or application of the college's non-academic policies and procedures, or provision of services, by member of the college's faculty or staff, that negatively affects the student.

A grievance may be based on one of the following claims:

failure to provide services, arbitrary and/or capricious actions by a college employee or administrative office; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

### 2. Complainant/Grievant

A complainant/grievant is an individual who believes his/her rights have been violated.

### 3. Respondent

A respondent is an individual who is the subject of the grievance or complaint, if applicable.

## **Days**

Monday through Saturday excluding college holidays

## **Relevant Administrator**

Appropriate Office Director or Incharge. The cause of grievance should be with the department/ office where the service is delivered. Questions about the appropriate cause are resolved by the Incharge Student Affairs or designee.

## **POLICY STATEMENT**

A grievance differs from an appeal of an academic decision, as it deals with service issues and not the actual outcomes of course work. A student may file a grievance in the cases of an unresolved difference or dispute between themselves and the college (office or individual) related to services rendered or academic decisions.

This policy will deal with the issues related to

- Complaints about sexual harassment and discrimination
- Complaints about services related to disabilities
- Complaints about student behavior

- Complaints about Unfair evaluation
- Complaints about Administrative issues
- Complaints about False/Misleading Information
- Complaints about Bribery/Demand of un-solicited money

student academic appeals including grading are addressed through Student Academic Appeals Policy and Procedures.

### **INFORMAL RESOLUTION**

Before initiating a formal grievance process, the student is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant individual, administrator or office. The student may present the informal grievance to the direct supervisor of the person alleged to have caused the grievance.

An attempt at informal resolution should begin no more than 20 working days after the service or decision is rendered.

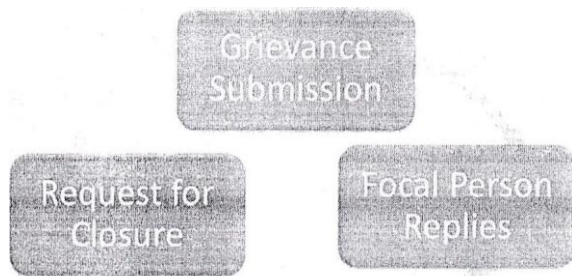
### **FORMAL GRIEVANCE**

If the student is unsatisfied with the response, the student may make a formal, written grievance to the relevant administrator.

Any formal grievance must be submitted by the student within 30 working days after the service or decision is rendered. The student must state the nature of the grievance and the remedy he/she is seeking and describe any previous attempts to resolve the issue grievance.

## GRIEVANCE

As per HEC Policy following Procedure will be used for Grievance Redressals.



### A) Initiating a Grievance

If the complaint is not resolved informally and the student wishes to continue the process, the student must present a completed grievance petition form to the Incharge Student Affairs.

### B) A Grievance Petition Form:

A Grievance Petition Form (Attached as Annexure A) must be in writing and contain:

1. The grievant(s)'s name, student Roll number, and contact information, including email address and phone number
2. The name(s) of the respondent(s)
3. A detailed description of the nature of the grievance and the actual harm suffered by the student
4. detailed description of attempts at informal resolution
5. A detailed description of the relief sought
6. Signature of complainant(s)
7. Date of grievance submission

## RECORDKEEPING

The Office of Student Affairs shall retain a copy of the complaint, any amended complaint, any decision of the Student Grievance Redressal Committee, and the final disposition of the grievance.

Quaid-e-Azam Medical college

Bahawalpur

GRIEVANCE PETITION FORM

Grievant Name: \_\_\_\_\_

Grievant Roll number: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Academic Year: \_\_\_\_\_

Batch: \_\_\_\_\_

Name(s) of the respondent(s): \_\_\_\_\_

A detailed description of the nature of the grievance and the actual harm suffered by the student

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A detailed description of attempts at informal resolution

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A detailed description of the relief sought

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Signature of complainant(s)

Date of grievance submission