

## Students' Grievance Redressal Policy



Policy Title	Student Grievance Redressal Policy
Prepared By	Student Affairs Department
Reviewed By	Director Medical Education
Approved By	Academic Council
Custodian	Student Affairs Department
Effective Date	January 2026
Review Date	January 2029

## 1. PURPOSE

The purpose of this policy is to provide students with a fair, transparent, accessible, confidential, and timely mechanism for resolution of grievances arising from institutional services, administrative decisions, student welfare matters, discrimination, or other non-academic concerns.

The policy aims to:

- Protect student rights and wellbeing.
- Promote fairness and transparency.
- Encourage early resolution of concerns.
- Ensure due process.
- Improve institutional accountability and student satisfaction.
- Support PMDC and WFME standards regarding student representation and support services.

## 2. SCOPE

This policy applies to all undergraduate and postgraduate students of QAMC.

The policy covers grievances related to:

- Administrative matters
- Student services
- Hostel facilities
- Library services
- Clinical training environment
- Student welfare issues
- Discrimination
- Harassment
- Bullying and ragging
- Accessibility and disability support services
- False or misleading information
- Financial irregularities
- Bribery or solicitation of unauthorized payments
- Professional misconduct affecting students

The policy does not apply to:

- Academic grades and examination results
- Assessment outcomes
- Academic progression decisions

Such matters shall be addressed through the Academic Appeals Policy.

### **3. DEFINITIONS**

#### **Grievance**

A formal complaint regarding an action, decision, service, omission, or behavior that adversely affects a student.

#### **Complainant**

A student submitting a grievance.

#### **Respondent**

An individual, office, department, or service against whom the grievance is made.

#### **Student Grievance Redressal Committee (SGRC)**

The committee constituted by the Principal to review and resolve student grievances.

#### **Working Days**

Monday through Saturday excluding public holidays and officially declared college holidays.

### **4. POLICY STATEMENT**

QAMC is committed to ensuring that students have access to effective grievance mechanisms that are impartial, confidential, timely, and free from retaliation.

All grievances shall be investigated fairly and resolved in accordance with institutional policies and applicable regulations.

### **5. STUDENT GRIEVANCE REDRESSAL COMMITTEE**

A Student Grievance Redressal Committee (SGRC) shall be constituted through notification by the Principal.

The Committee may include:

- Director Student Affairs (Chairperson)
- Director Medical Education
- Faculty representatives
- Administrative representative
- Legal/HR representative (where required)
- Student representative(s) where appropriate

The Committee composition may be revised through separate notification.

### **6. INFORMAL RESOLUTION**

Students are encouraged to first seek informal resolution through:

- Relevant faculty member
- Head of Department
- Administrative office
- Student Affairs Department

Informal resolution should normally be initiated within twenty (20) working days of the incident.

## **7. FORMAL GRIEVANCE PROCEDURE**

If informal resolution is unsuccessful, the student may submit a formal grievance.

The grievance must:

- Be submitted within thirty (30) working days of the incident.
- Be submitted in writing or through the designated online system.
- Clearly describe the complaint.
- Include supporting evidence where available.
- Describe previous attempts at resolution.
- State the remedy sought.

## **8. GRIEVANCE SUBMISSION CHANNELS**

Students may submit grievances through:

- Student Affairs Office
- Official institutional email
- Online grievance portal
- Written application
- Complaint boxes designated by the institution

Anonymous complaints may be considered if sufficient information is available.

## **9. INVESTIGATION PROCEDURE**

Upon receipt of a grievance:

1. Acknowledgment shall be issued within five (05) working days.
2. Preliminary review shall be conducted.
3. Relevant parties may be invited for clarification.
4. Supporting documents may be reviewed.
5. Additional evidence may be requested.

The Committee shall aim to conclude investigations within thirty (30) working days.

Complex cases may require additional time with written notification to the complainant.

## **10. CONFIDENTIALITY**

All grievance proceedings shall be treated as confidential.

Information shall only be disclosed on a need-to-know basis or where required by law.

Unauthorized disclosure may result in disciplinary action.

## **11. PROTECTION AGAINST RETALIATION**

No student shall be subjected to intimidation, victimization, discrimination, harassment, academic disadvantage, or adverse treatment for filing a grievance in good faith.

Retaliation shall constitute misconduct and may result in disciplinary action.

## **12. OUTCOMES AND RESOLUTION**

Following investigation, the Committee may recommend:

- Corrective action
- Administrative review
- Policy clarification
- Mediation
- Counseling
- Referral to another committee
- Disciplinary action where appropriate

Recommendations shall be communicated to the Competent Authority for implementation.

## **13. APPEALS**

A student dissatisfied with the decision may submit an appeal to the Principal within fifteen (15) working days of notification of the decision.

The decision of the Principal shall be final unless otherwise provided by applicable regulations.

## **14. RECORD KEEPING**

The Student Affairs Department shall maintain confidential records of:

- Complaints received
- Investigations conducted
- Findings and recommendations
- Appeals and outcomes

Records shall be retained according to institutional record retention policies.

## **15. MONITORING AND REPORTING**

The Student Grievance Redressal Committee shall submit an annual report to the Academic Council summarizing:

- Number of grievances received
- Categories of grievances
- Resolution status
- Recommendations for institutional improvement

Individual identities shall remain confidential.

## **16. POLICY REVIEW**

This policy shall be reviewed every three (03) years or earlier if required by:

- PMDC requirements
- WFME standards
- HEC regulations
- Institutional needs

**ANNEXURE A**

**STUDENT GRIEVANCE PETITION FORM**

**Name of Student:** \_\_\_\_\_

**Roll Number:** \_\_\_\_\_

**Program/Year:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Name of Respondent/Department (if applicable):** \_\_\_\_\_

**Nature of Grievance**

\_\_\_\_\_

\_\_\_\_\_

**Steps Already Taken for Informal Resolution**

\_\_\_\_\_

\_\_\_\_\_

**Relief/Resolution Requested**

\_\_\_\_\_

\_\_\_\_\_

**Supporting Documents Attached**

Yes

No

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **QUAID-E-AZAM MEDICAL COLLEGE, BAHAWALPUR**

### **STUDENT GRIEVANCE REDRESSAL POLICY – 2026**

#### **POLICY INFORMATION**

<b>Item</b>	<b>Details</b>
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