	<b>REHMAN MEDICAL COLLEGE</b>	Document Number: RMI-RMC-DWP-005
	<b>Standard Operating Procedure</b>	Issue #: 01
	<b>RMC Grievance Policy</b>	Issue Date: 10-05-2019

## 1.0 PURPOSE

- 1.1 To facilitate the resolution of grievances in a fair and impartial manner by involving stakeholders who are dealing with the substantive function connected with the grievance while maintaining confidentiality.

## 2.0 SCOPE

- 2.1 The Scope of the Grievance Redressal Committee is to develop a responsive and accountable approach among all the stakeholders so as to maintain a harmonious educational atmosphere in colleges.
- 2.2 The stakeholders in an academic institute are students, teachers, administrative officers and support staff.

## 3.0 PROCEDURE

### 3.1 Policy Statements:

- a. Shall ensure conflict free educational environment by promoting cordial Student-Student, Student-Teacher, Student-Employee, Employee-Employee relationship.
- b. Shall empower stakeholders to take ownership of their institution and its policies.
- c. Shall encourage the students, staff, employees and other stakeholders to express their grievances /problems freely and frankly, without any fear of being victimized.
- d. Shall counsel the students and employees of the academic institute to respect the right of one another and show utmost restraint and patience whenever a conflict arises.
- e. Shall ensure confidentiality and privacy of all parties during investigation and speedy disposal of every grievance.

### 3.2 Procedure for Informal Complaint / Grievance:


#### a. Step 1:

- Employee/ student can lodge a verbal complaint either to the head of teaching and administrative department or the committee member.

#### b. Step 2:

- The officer receiving the complaint can take an informal action to resolve the issue. If no response is received within the stipulated time from the respective department or the grievant is dissatisfied with response/resolution to his/her grievance, then the grievant may register his/her grievance to the Grievance Redressal Committee formally.



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### 3.3 Procedure for Formal Complaint / Grievance:

- Grievance Redressal Committee (GRC) – Rehman Medical Institute (RMI) is established to promote friendly educational environment on campus. The GRC may broadly include but is not limited to the following grievances pertaining to:
  - a. Grievance Related to Academic Matters
  - b. Grievance Related to Non-Academic Matters
  - c. Grievance Related to Assessment
  - d. Grievance Related to Victimization
  - e. Grievance Related to Harassment
  - f. Grievance Related to Conduct of Examinations
  - g. Grievance Related to Service Matters

### 3.4 Procedure to be observed for Grievance Redressal by Grievance Committee

#### a. Step-1:

- Grievant will register a written complaint with the convener / chair of the GRC in person or through the official email address of the convener.
- The grievant is required to use official email ID's or to provide a copy of his CNIC, their Department/Section, Address, Email and contact number for future correspondence. (The committee will be duty bound not to disclose name(s) of the complainant). The grievant shall also clearly mention whether he/she wants to be heard in person for perusal of the Grievance/ Complaint. (Anonymous letters/emails will be not taken into consideration).


#### b. Step-2:

- The committee shall look into the merit of the complaint and see if it is maintainable or otherwise. If the complaint is maintainable, the committee's first job will be to look into the ways wherein the grievance can be resolved through mediation without undergoing a formal inquiry.

#### c. Step-3:

- If the matter requires a formal inquiry then the Grievance Redressal Committee shall probe into the matter and report the findings within 15 days to the Principal / Chairman GRC for its solution. The committee can co-opt other members depending on the nature of the case to reach a logical conclusion. The grievant(s) and the respondent(s) or the respondent department(s) shall be given a reasonable opportunity to justify their stance during the probe.



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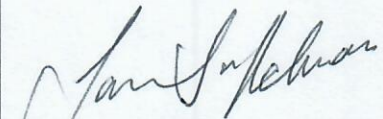
**d. Step-4:**

- The head of the institute may approve the findings of the committee and issue directives in matters which are in his competence.
- In case of issues not within his/her competence then the same may be referred to the relevant higher authority along with comments for a final decision.

**3.5 Grievance Committee Composition**

- Committee shall constitute of five senior members including one female.

**4.0 RELATED DOCUMENTS**

		
Prepared by: Deputy Director QEC	Reviewed by: AM Student Affairs	Approved by: Principal RMC