

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2020/
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Students' Grievance Redressal Policy



CMH Institute of Medical Sciences Bahawalpur

Purpose	The purpose of the Student Grievance Policy is to provide equitable and orderly processes to resolve grievances by students.
Prepared by	Student Affairs <i>[Signature]</i>
Reviewed By	I/C Student Affairs <i>[Signature]</i>
Approved By	Academic Council <i>[Signature]</i>
Custodian of the Policy	Student Affairs Department
Policy Ref. No	CIMS/181/STDAFFRS/2020/
Total Pages	4

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2020/
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SCOPE

This Policy will provide students with an opportunity to resolve complaints alleging inappropriate application to a student of any rules or policies of the CMH Institute of Medical Sciences 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

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 members 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.

Complainant/Grievant

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

Respondent

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

Days

Monday through Friday 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 Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2020/
---------------	----------------------------	------------	-------------------------

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 non-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 s/he is seeking and describe any previous attempts to resolve the issue grievance.

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2020/
---------------	----------------------------	------------	-------------------------

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. A 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.

Policy Title: Student Grievance Document

Policy No. CIMS/181/STDAFFRS/2021/3-B

STUDENTS' GRIEVANCE REDRESSAL COMMITTEE



CMH Institute of Medical Sciences

Bahawalpur

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2021/3-B
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Students' Grievance Redressal Committee

1. Title:

CMH Institute of Medical Sciences - Bahawalpur Students' Grievance Redressal Committee

2. Composition of the Committee:

SR.#	NAME	POSITION	DESIGNATION	
1	Brig. Safdar ur Rehman Hotiana	Chairman	Vice Principal	
2	Ms. Hafsa Rani	Secretary	Students Affairs Coordinator	
4	Col. Saleem	Member	Director Academics	
5	Prof. Khalid Fahim	Member	Basic Sciences	HOD Anatomy
6	Mr. Muhammad Israr (2 nd year MBBS)	Member		Student Boys' Representative
7	Ms. Laiba Khalid (1 st year MBBS)	Member		Student Girls' Representative
8	Prof. Shahid Irfan	Member	Clinical Sciences	HOD Medicine
9	Asst Prof Luqman Bahoo	Member		HOD Ophthalmology
10	Mr. Muhammad Shahzaib (Final Year MBBS)	Member		Student Boys' Representative
11	Ms. Fizza Tahir (4 th Year MBBS)	Member		Student Girls' Representative

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2021/3-B
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3. Terms of Reference of the Grievances Redressal Committee:

1. To entertain grievances of the students of CIMS Bahwalpur
2. To provide proper opportunity to students to express their grievances freely and frankly without any fear of being victimized
3. To ensure that there is no reprisal of any kind against any applicant, witness, or any other participant in the grievance redressal process by reason of such participation in the grievance process
4. To protect the privacy and confidentiality of all parties during the inquiry, consistent with and subject to the policy guidelines
5. To obtain the facts through relevant sources in a fair and objective manner, to work out a resolution of the issues involved with the parties named in the grievance petition form.

Policy Title:	Student Grievance Document	Policy No.	CIMS/181/STDAFFRS/2021/3-C
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CMH Institute of Medical Sciences

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

A detailed description of attempts at informal resolution

A detailed description of the relief sought

Signature of complainant(s)

Date of grievance submission