



GRIEVANCE POLICY

(STUDENTS)

Prepared By	Quality Enhancement Cell
Approved By	Chairman Academic Council
Policy Ref. No	JSMU-QEC-Pol-09
Version No	00
Date of Issue	December, 2019
Total Pages	06
Custodian	Registrar Office

QUALITY ENHANCEMENT CELL

JINNAH SINDH MEDICAL UNIVERSITY

Policy Title:	Grievance Policy for Students	Policy No.	JSMU-QEC-PoL-09
---------------	-------------------------------	------------	-----------------

Contents

1. Purpose	3
2. Scope	3
3. Policy statement	3
3.1 Potential areas of Grievances:	3
3.2 General Guiding Principles:	3
4. Definitions:	4
5. Linked/Referenced Documents:	4
6. Responsibilities:	4
7. Policy Implementation Procedure:	4
8. Revision/Modification History & Frequency:	5

Policy Title:	Grievance Policy for Students	Policy No.	JSMU-QEC-POL-09
---------------	-------------------------------	------------	-----------------

1. Purpose

The purpose of this policy is to provide guidance to students of JSMU about how the university addresses the issues of grievances in a transparent way.

2. Scope

The scope of this policy:

- Includes all JSMU students enrolled in any of JSMU constituent institutions in any program.
- Includes all JSMU students enrolled in any level of certificate, diploma, training and degree program.
- The content of the policy cannot cover every potential issue of grievance and must be interpreted in the light of the particular circumstances of each case.

3. Policy statement

This policy aims to:

- Highlight areas of grievances which may occur.
- Propose how JSMU would address the grievance.

3.1 Potential areas of Grievances:

- Issues related to teaching and learning.
- Issues related to marking and assessment.
- Issues related to administration

3.2 General Guiding Principles:

1. Take grievances seriously taking on board why the student feels aggrieved, unhappy or dissatisfied.
2. Investigate the facts and surrounding circumstances, and showing the student that this has been done thoroughly and sensitively,
3. Actively look for a solution that will satisfy the student, where practical, without causing disproportionate difficulty for the institution,
4. Provide feedback to the student about what can, and cannot be done to resolve the grievance,
5. Take necessary follow-up action

Policy Title:	Grievance Policy for Students	Policy No.	JSMU-QEC-POL-09
---------------	-------------------------------	------------	-----------------

4. Definitions:

- Student: Enrolled in any academic program.
- Degree Program: any program leading to bachelor, masters and PhD degree.

5. Linked/Referenced Documents:

- Statues of JSMU
- Grievances Committee notification

6. Responsibilities:

- Designated committee appointed by the Vice Chancellor for management of grievances.
- The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of this Policy.

7. Policy Implementation Procedure:

Following mechanism will be followed for faculty & staff of JSMU.

1. Student who wants to register his/her grievance would fill Grievance Record Form available with QEC online portal (copy attached). The form will also be available in the students handbook provided at the time of admission.
2. After filling the form and attaching necessary evidences, student would put it into envelop and submit to institution head. In case of matter pertaining to the concerned head, student would submit directly to the registrar office.
3. On receiving the form, register office would issue a formal receipt to the student concerned.
4. Registrar office would forward the case with a cover letter to the concerned committee with a specific time frame. QEC would be kept in CC for record.
5. Committee chair would convene the meeting and invite the student when necessary.
6. The Committee would investigate and would make a decision based on available evidence. The decision would be documented on the same template and forwarded to the registrar office within the stipulated timeframe.
7. Registrar office would inform the student concerned about the decision of the committee as well as the right for appeal keeping QEC in loop.

Policy Title:	Grievance Policy for Students	Policy No.	JSMU-QEC-POL-09
---------------	-------------------------------	------------	-----------------

8. If the student is not satisfied with the decision, s/he has the right for appeal to the Vice Chancellor in writing. VC would review the case. He may formulate alternative committee or may reject the appeal.

9. The Decision of the VC would be treated as final and no further action would be taken on the case.

10. For every decision, QEC office would collect the level of satisfaction from concerned student.

8. Revision/Modification History & Frequency:

The policy will be reviewed every three years. However, the owner of the policy may request for a revision based on emerging needs and with the approval from competent authority.

Revision No.	Reviewed by	Date Reviewed Date/ Month/Year	Description of Change (if Any).

Policy Title:	Grievance Policy for Students	Policy No.	JSMU-QEC-PoL-09
---------------	-------------------------------	------------	-----------------

For Official Use Only:

This page is a controlled page and would not be included in the policy document publicly available and/or distributed at various offices.

Policy Title	Grievance Policy for Students			
Responsibility for Implementation	Registrar Office			
Version No:	00			
Date of Last Revision	NA			
Date of Issue:	DECEMBER, 2019			
Total Pages	06 pages			
	NAME	DESIGNATION	SIGNATURE	DATE
Developed By:	Dr Abdul Wahid Usmani	Director Quality		
Approved By:	Professor Dr Tariq Rafi	Vice Chancellor & Chairman Academic Council		