



Document Name

Policy for Grievance

Document Number

JMDC / Policy / PG /25-09


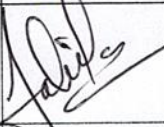


JINNAH MEDICAL AND DENTAL COLLEGE




STANDARD OPERATING PROCEDURE

Policy for Grievance


Department of Student Affair

	NAME	DESIGNATION	SIGNATURE	DATE
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Document Change Record:

S. NO.	DCR No.	Rev. Date	Page No.	Section No.	Description of Change
1.	DCR-001	03/03/2025		Scope	Expanded scope to include House Officers of Sohail Trust Hospital and Medicare Cardiac & General Hospital.
2	DCR-002	03/03/2025		Grievance Committee	Committee composition revised: Executive Director as Head, additional members by invitation (Medical Director & Administrator, Medicare Hospital; Director Hospital Admin, Sohail Trust Hospital).
3	DCR-003	03/03/2025		Regular Grievance Procedure	Introduced clearer timelines: grievance filing within one month, extension possible up to 2 months with written agreement.



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DISTRIBUTION LIST:

The following personnel are on the controller distribution list:

- Principal
- Vice Principal
- HODs of Teaching Departments
- Student Affair
- Director HR

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1. PURPOSE

Jinnah Medical and Dental College recognizes that problems, complaints, or grievances might arise in the daily relationships between faculty, staff and students.

The Grievance Policy is an umbrella that covers the interest of all students and employees to bring forward problems, complaints, or grievances.

2. SCOPE

All Students of JM&DC & House Officers of Sohail Trust Hospital and Medicare Cardiac & General Hospital

3. ELIGIBILITY:


1. All MBBS/BDS Students irrespective of the class, gender or academic qualification.
2. All House officers working in different departments of Medicare Cardiac & General Hospital and Sohail Trust Hospital

3. GRIEVANCE COMMITTEE

Headed by: Executive Director, Jinnah Medical and Dental College

Members:

- Vice Principal
- Head of Department (not belonging to the department that has raised the incident)
- Senior Faculty (Not belonging to the department that has raised the incident)
- Student Affair Coordinator
- By Invitation (based on the nature of incident)
 - Medical Director, Medicare Cardiac & General Hospital
 - Administrator, Medicare Cardiac & General Hospital
 - Director Hospital Administration, Sohail Trust Hospital


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4. REGULAR GRIEVANCE PROCEDURE

- A grievance must be filed within one month after the student became aware of the cause of grievance.
- During this period, the grievant must attempt to resolve the matter informally.
- A formal grievance is filed in writing with the student affair department.
- The student affair department will send copies to the Head of the committee, Department Chair (or equivalent), Principal, Vice Principal.
- In the formal grievance, the grievant will state the exact nature of the grievance, against whom it is filed, and the remedy sought.
- As soon as possible after the Grievance Committee has received notice of a grievance, it shall appoint 02 Faculty Members from within the elected Faculty Members, with at least one member from the same faculty category (Assistant Professor, Associate Professor or Professor).
- If this is not possible, the Convener of the committee may co-opt Faculty Member(s) from the College.
- The Committee shall conduct meetings and meet all parties concerned.
- If, after this meeting, no resolution has yet been reached, the Committee may submit to the parties a proposed resolution to the grievance.
- It is important that grievances be processed as rapidly as possible.
- The number of days indicated at each step shall be considered a maximum, and every effort will be made to expedite the process.
- The time limit for filing a grievance as specified in section may be extended beyond 2 months with written agreement of the grievant and Grievance Committee.

5. APPEALS:

- Within fifteen (15) days of the decision, a faculty member may appeal for any minor or major or penalties imposed by dismissal to the Head of the committee, who will serve as the appellate authority.
- Depending on the Appeals and Grievances Committee's recommendation, the appellate authority may either
 - confirm the order that was appealed against or
 - remand the case to the relevant Disciplinary Committee for reconsideration on the grounds specified in the remand order.

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- The matter shall be remanded only if the appellate authority concludes that such grounds are material and have not been taken into account in the Order appealed against.
- The decision on the appeal must be taken within thirty (30) days of the appeal.
- No Appeal shall lie against the decision by the appellate authority and shall not be entertained or forwarded.
- If the appellate authority determines that such grounds are significant and have not been considered in the Order appealed against, the matter will only be remanded.
- The appeal must be decided within thirty (30) days of the appeal.
- No appeal that challenges the appellate authority's decision will be considered or sent.

6. POLICY REVIEW

The college may revise, at its absolute discretion, modify this policy at any time, but any changes made will not impact the validity of any decisions or actions taken before the revision, nor will they apply to proceedings that have already begun.