



College Grievance Policy

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This policy is applicable to all the students of Islamabad Medical & Dental College from the date of approval by the Principal, Islamabad Medical & Dental College.

APPROVAL SIGNATURES:

A handwritten signature in black ink, appearing to read 'Ishat Hussain', is written above a horizontal line. To the right of the line, the date '8/2/2019' is written.

Principal
Islamabad Medical & Dental College

College Grievance Policy

IMDC Creed

The creed is a complement to the college's conduct code. It explains why we regulate and restrict what we do. It forms the basis for and serves as “a summary of what is expected by the institution.”

It can be called our “summary of values”, “a statement of principles” and “a statement of standards we hope will govern relationships in the community.” Some people like to call it a “Social Honor Code” or “a code of Ethics”, we like to call it a “teaching tool” in the hope that faculty and staff will use it to help students claim the rights and respect they deserve and to understand the obligations and assumptions that come with being a member of the IMDC community.

If you remember when you were young and wanted to do something your parents did not want you to do, you may also remember how it felt when you asked “Why not?”, and they answered, “because we are your parents and we say so.” Part of the reason we have the IMDC creed is because we do not want members of our community to feel that way. We feel we have an obligation to respect students and to respond to their legitimate questions– “Why?” or “Why not?” introducing students to the creed is a way we affirm or express our recognition of the worth, dignity and ability of any individual student.

Core Values

Community of scholars at Islamabad Medical and Dental College is dedicated to personal and academic excellence.

Choosing to join this community obligates each member to a code of civilized behaviour. As a member of Islamabad Medical and Dental College Community:

- *I will practice personal and academic integrity*
- *I will respect the dignity of all persons*
- *I will respect the rights and property of others*
- *I will discourage bigotry, while striving to learn from differences in people, ideas and opinions*
- *I will demonstrate concern for others, their feelings, and their need for conditions which support their work and development*

Allegiance to these ideals requires each IMDC community member to refrain from and discourage behaviours which threaten the freedom and respect that every individual deserves.

In the pursuit of his/her academic ends, a student should be free of unfair and improper action by any member of the academic community. A grievance may be initiated by a student when he/she believes that he/she has been subject to unjust action or denied his/her rights as stipulated in college policies & regulations. Such action may be instituted by a student against a faculty/staff member or an administrator. When a student believes an injustice has been done to him/her, he/she may seek redress through the following policy and procedures.

Students may initiate a grievance for any of the following actions:

1. Grievances related to course assessments to the extent permitted by Student Assessment Policy.
2. Act of threat of intimidation or harassment.
3. Act or threat of physical aggression.
4. Arbitrary action or imposition of sanctions without proper regard for academic due process as specified in college policies & code of conduct.

5. Violation of student rights as delineated in Academic Council approved college policies for Student Personnel.

Procedure to File Grievances

1. The student who believes an injustice has been done to him/her shall first attempt to resolve his/her grievance by consultation with the following persons in sequence:
 - i. Accused faculty/staff member(s) or administrator.
 - ii. Department Head of accused faculty member, or direct supervisor of accused staff member or direct supervisor of accused administrator as appropriate.
 - iii. The Principal, Educational Programs for an academic or designee for non-academic grievance issues.
2. If the student still believes that the issue has not been resolved to his/her satisfaction, he/she should submit a signed statement on grievance form specifying the time, place and nature of the grievance to the Principal, Educational Programs or designee.
3. The written request for grievance must be filed with the Principal, Educational Programs or designee within thirty (30) calendar days of the time the event occurred or the grievant first learned of the event. A grievance will not be heard if more than thirty (30) calendar days have elapsed in either case.
4. Principal, Educational Programs or designee will determine on the basis of the request for grievance whether it states sufficient grounds for a hearing.
5. Within ten (10) working days of receiving the request, Principal, Educational Programs or designee shall notify the student through consultation and/or in writing of the findings with the specific reasons for the decision. If the recommendation by the Principal, Educational Programs or designee is to initiate a formal hearing, within ten (10) working days of receiving the decision the student must notify the Principal Educational Programs or designee that he/she is requesting a formal hearing.
6. From the time the student receives the Principal, Educational Programs' or designee's decision, any request for the hearing committee to make a determination must be in writing and delivered to the Principal Educational Programs or designee. The notice must be hand

delivered by the student or designee or mailed and received by the Principal, Educational Programs or designee within ten (10) working days from the time the student receives the Principal, Educational Programs' or designee's decision.

Determination and Action

If the determination is that an act of Grievances/harassment has occurred, appropriate action will be taken.

This action may include, but is not limited to:

- Education/Counseling
- Written Reprimand
- Probation
- Termination of employment
- Suspension
- Expulsion
- If not an IMDC community member, the person could be banned from College property.

False Allegations

Knowingly making a false report will subject the complainant to disciplinary action.

Retaliation

Any attempt to penalize or retaliate against members of the community involved is absolutely prohibited. A complaint of retaliation will result in a separate incident and be investigated.

Appeals

Complainant or respondent may file an appeal within 10 academic days of receipt of the Principal, Educational Programs' or designee's decision. The only acceptable grounds for appeal are: a lapse of process that might have made a difference in the outcome, persuasive new evidence, or an inappropriate sanction.

A person may appeal by submitting the following:

- Copy of the original complaint in writing;
- Copy of the Principal, Educational Programs' or designee's decision in writing;
- Statement of reasons for appeal.

If the Principal feels that any of the appeal requires consideration, he will refer it to the Academic Council for consideration/decision.

The decision of the Academic Council shall be final.

**Islamabad Medical and Dental College
Student Grievance Form**

Date: ___ / ___ / ____

| | | | | | |
|----------------------|--|---------------|----------------|----------------|--|
| Name | | | | | |
| Father's Name | | | | | |
| Program | | Roll # | | Session | |
| Student ID | | | Contact | | |
| Address | | | | | |

*** Please carefully read the College Grievance Policy before completing this form.
Submit this form to the Student Affairs Department**

Statement regarding when you discovered the issue being grieved:

(Please attach additional comments.)

Statement of the Problem Being Grieved and Evidence to Support the Grievance:

(Please attach additional comments.)

Remedy or Action Being Requested:

(Please attach additional comments.)

Complete If Applicable:

Reason(s) for disagreement with previous decision if a prior hearing was held:

(Please attach additional comments.)