

GRIEVANCE POLICY

1. Principles and Purposes

Enabling IMS to establish a grievance management system, so that all grievances/complaints of students/prospective students and stakeholders are addressed in a fair, equitable, and timely manner, by adhering to the following principles

- a. Provide timely responses to grievances from students, potential students, or stakeholders.
- b. Develop a culture in which grievances are viewed as opportunities for Improvement.
- c. Ensure that students or potential students are free to complain without fear of discrimination
- d. Ensure that staff is aware of grievance processes and are appropriately trained to ensure that the processes are consistently applied.
- e. Requires respectful behavior among all parties when handling grievances.
- f. Communicate effectively in a timely manner to keep all parties up to date with the progress of grievances.
- g. Ensure that all information is held at the utmost confidence
- h. Ensure that the principles of natural justice are applied.
- i. Ensure that grievances are resolved to the satisfaction of all parties.

2. Grievance Management System

The IMS has developed a grievance management system covering following aspects

- a. All grievances of an academic nature include, but are not limited to, issues related to student progress, assessment, curriculum, and awards during study.
- b. Encouragement of a culture of reporting through appropriate forums
- c. Roles and responsibilities of the principal authorities responsible for addressing academic grievances/complaints
- d. Complainant's rights, roles, and responsibilities
- e. Ensuring that the complainants shall have a fair opportunity to formally present
- f. Ensuring that complainants and respondents shall not be victimized and/or discriminated against at any time.
- g. Procedures of maintaining records and confidentiality.

- h. Process elaborating how and when to launch an appeal in case the decision does not support the complainer or the accused.
- i. Process to implement the decision

The structure of the grievance management system at LGU will be hierarchal To preempt grievances/complaints LGU has also developed a parallel, informal system through DSA and I/C discipline.

3. Mechanism for Redressal of Students Grievances

The students are the main stakeholders in any institution imparting education, and it's our endeavors to make all the efforts to ensure transparency in all the activities at different stages, taking this spirit in consideration The IMS has provided a mechanism to students for redressed of their grievances as under:

- a. The Grievances may broadly include the following complaints of the aggrieved students,
 - 1. Academic
 - 2. Non-Academic
 - 3. Grievance related to Assessment
 - 4. Grievance related to Victimization
 - 5. Grievance related to Attendance
 - 6. Grievance related to charging of fees
 - 7. Grievance related to conducting of Examination
 - 8. Harassment by colleagues' students or the teachers etc.
- b. There will be Grievance Redressal Committee at the Department Faculty/Institute level to deal with the Grievance of the students.
 - (1) **Departmental level committee**
 - i. HoD/Chairperson -President
 - ii. Up to 3 (three) FMs nominated by the HoD

This committee will deal with the grievance related to Academic and Administrative matters of the Department concerned.

(2) Faculty level committee

- i. Dean of the Faculty -President
- ii. Up to 3 (three) senior FMs nominated by the Dean

This committee will deal with all the grievances directly related to the common problems at faculty level both academic and administrative. In addition this committee will also entertain the appeal filed by student against the decision of the Departmental level committee

(3) Institute Level Committee

- i. Registrar -President
- ii. Dean of the Faculty concerned
- iii. Director Students Affairs
- iv. HoD concerned
- v. Prof/Associate Prof (Nominated by VC)

This committee will deal with all the grievances directly related to the common problems at Institute level both academic and administrative. In addition this committee will also entertain the appeal filed by student against the decision of the faculty level committee.

4. Procedure for Redressal of Grievances

- a. An aggrieved student who has the grievance or grievances at the Department level shall make an application first to the HoD, The HoD. after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student if the student is not satisfied with the verdict or solution of the HoD then the same should be placed before the Department Committee.
- b. If the students not satisfied with the decision of Department committee, he/she can submit an appeal to the faculty level committee within a week from the date of the receipt of the reply from the Department level, committee, The President of the committee, after verifying the facts and the papers concerned will place the matter before the faculty level committee which shall either endorse the decision of the Department level Committee or shat pass

The Institute of Management Sciences, Lahore

appropriate order in the best possible manner within a reasonable time, preferably within 10 days of receipt of application.

- c. The student will submit the application of grievance or appeal to the faculty level committee or Institute level committee, as the case may be, through the HoD and President of the committee concerned
- d. If the student is not satisfied with the redressed offered by the faculty level committee and feel that his/her grievance is not redressed, he/she can submit an appeal to the Institute level committee within a week from the date of receipt of decision with the relevant details.
- e. The Institute level committee should consider the appeal of the student and make appropriate recommendations to the Vice Chancellor within a reasonable time, preferably within a week from the date of receipt of decision with the relevant details. Within 7 days of approval by the V.C the final decision will be communicated to the student through the president of the committee
- f. While dealing with the complaint the committee at all levels will observe law of natural justice and hear the complainant and concerned people.
- g. To ensure that complainants shall have a fair opportunity to formally present their case, each party to a grievance may be accompanied and assisted by a support person (such as a family member, friend, counsellor, or other professional support person other than a legal representative at any relevant meeting.
- h. While passing an order on any grievance at any level the relevant provisions of Act/Regulations should be kept in mind and no such order should be passed in contradiction of the same.
- i. The Institute level committee, if needed may recommend to the Rector necessary corrective action as it may deem fit to ensure avoidance of recurrence of similar grievance at any of the institute under the Institute.

March 12, 2019



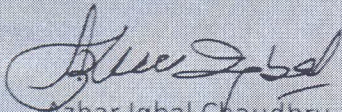
R-IMS/NTF/2019/010

Annexu

NOTIFICATION

The Rector, IMS has been pleased to constitute the IMS Grievance Committee as under:

1. Dean, IMS (Convener)
2. Head of Departments, IMS
3. One Senior Faculty Member nominated by the Dean
4. Staff representative nominated by the Registrar
5. Two students nominated by in-charge societies/committees


Azhar Iqbal Chaudhry
REGISTRAR

CC:

- Rector, IMS
- Pro-Rector, IMS
- Dean, IMS
- All the heads of Teaching Departments
- QEC, IMS
- Head of Research Center, IMS
- Controller of Examinations, IMS
- All Faculty and Staff

Logout

Dashboard

Complaints

New Complaints

Forwarded Complaints

Resolved Complaints

Manual Complaint

In-Process Complaints

Dropped Complaints

Search Complaint

Escalated Complaints

Super Escalated Complaints

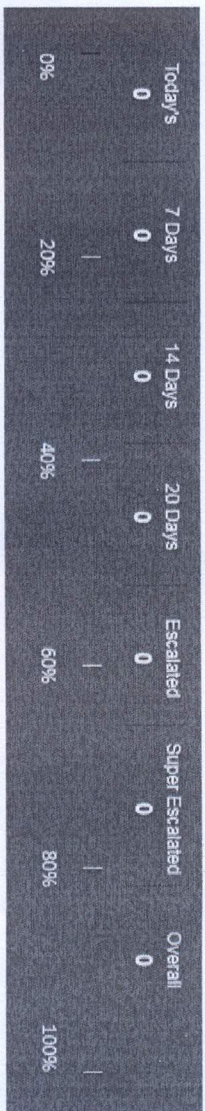
Drop Review Requests

Reopened By PM Office

Complaints Inbox

New Complaints

Statistics



Filter Complaints (Note: Below All filters are optional to search desired complaint lists)

Show Search Form

Show 50

entries

Export Below List to Excel

Super Escalated

Escalated

Watchlist

Complaint Code	Received Date	No. of Days	Level 1	Level 2	Category	Address	Complaint Details	Escalation Status	Actions
No data available in table									

Showing 0 to 0 of 0 entries

First Previous Next Last