

GRIEVANCE POLICY

1. **Purpose:** To address the grievance of students / staff and faculty member(s) in RMDC amicably with the satisfaction of the grieved applicant in a justified manner.
2. **Scope:** All students / employees RMDC
3. **Procedure:** This policy shall govern the grievance in respect of students and all employees of RMDC in order to resolve the issue / readdress grievance in a justified manner so as to reach on an appropriate decision / action. The grievances are divided into two categories as mentioned below: -

3.1. Academic Related Appeals:

3.1.1 **Attendance / Result of Internal Assessment:-** The student(s) may feel dissatisfied with their class attendance which is compiled by the student affairs as received from HOD. If he/she desires to file a complaint(s) in order to obtain justified decision to resolve the issue up to his / her satisfaction. Such grievance will be dealt as under: -

3.1.1.1 On receipt of application for readdress all of grievance, such grievances will be referred to the concerned HOD for his/her comments. The HOD concerned will justify the matter in order to resolve accordingly.

3.2. **Behavior related Grievance:-** The College has zero tolerance in case of behavior related grievance. Following behavior related grievance are expected in the medical college (s).

3.2.1 **Harassment and Bullying:-** On receipt of application the matter after perusal by the Principal, will be referred to Disciplinary Committee for investigation against the student(s)/individual(s) who are responsible for perpetuating such behavior and recommends appropriate disciplinary action to the Principal, RMDC.

- 3.2.2 All violation (s) against the code of conduct will be referred to the Disciplinary Committee to investigate the circumstances of occurrence and fixed a portion of blame and forward the case with recommendations.
- 3.2.3 The Principal RMDC on receipt of recommendations of the Disciplinary Committee and deliberate the case with legal authorities if deemed necessary to analyses action whether recommended action in accordance to the PMDC/UHS rules or otherwise prior to promulgate it.
- 3.2.4 The violations of code of conduct in case of staff / faculty member will be dealt separately by constituting a board senior faculty member of inquiry to investigate the matter reported and inquiry board will recommend the disciplinary action against the employee who has committed offence to the Principal for approval.
- 3.2.5 The misconduct if occurred by the person (s) who is not employee of the college like contractor (s) or agencies working in the college will be dealt separately. On receipt of such occurrence, the matter will be put up to the Principal for perusal and constitution of board of 2-4 senior faculty members who will investigate the matter preliminary for the Principal's satisfaction and the case will be referred to the civil police of the area for appropriate legal action under intimation to the college authorities. The outcome of the case will be analyzed by the same inquiring board whether the outcome is justified or otherwise. If outcome is not justified, case will be taken to the honorable court of Law for its pray, in case outcome is justified and appropriate, the grieved applicant will be informed accordingly to dispose of his/her grievance.
- 3.2.6 All cases will be dealt in the true spirit, to avoid delay in taking action, however it is prerogative of the Principal, RMDC that on perusal dismiss the appeal if considered inappropriate/fabricated allegation(s) or forward

to the Disciplinary Committee or constitute board for necessary investigation and recommendation (s).

4. Offences and Punishment:- On occurrence misconduct/violation of conduct rules in the college or Pakistan Rangers Teaching Hospital (PRTH) and hostels premises, the Principal may at his discretion to refer the case to the disciplinary committee (DC), RMDC; the DC shall have the power conferred upon by the Academic Council, RMDC to interview any student (s) or any member of the staff or any faculty member and is empowered to forward recommendations to the Principal, who may or may not seek rectification of these recommendations by the Academic Council.

4.1. The Disciplinary Committee will consist of at least 2-4 professors/senior associate professors.

4.2. After considering the recommendation of Disciplinary Committee, disciplinary action by the Principal RMDC against the student(s) committed an offence / violation(s)/ misconduct, might take one or more of the following forms depending upon severity of the offence: -

- a. The students may be asked to tender an apology, verbal or written. This shall be placed on the student's record.
- b. A student may be placed on probation period up to one year. If during the period of probation, he/she fails to improve his/her conduct, he/she may be expelled from the institution.
- c. A student may be fined up to Rs. 5000/-.
- d. Scholarship may be suspended or stopped.
- e. A student may be suspended from the institution roll for a period determined by the Principal, RMDC.
- f. The student may be expelled from the institution for a period determined by the Principal on the recommendation of the Disciplinary Committee.
- g. The student may be forcibly migrated to another medical/dental institution of the province if approved/consented by the PM&DC.

4.3. Factors relating to expulsion

- a. Expulsion whenever imposed on a student shall mean the loss of a specific duration of studies as determined by the head of the institution and will mean his/her being debarred from the University Examination during the period of his/her expulsion.
 - b. A student expelled from an institution shall not be readmitted before the expiry of the period of his/her expulsion.
 - c. Case of expulsion shall be reported to the University by the head of the institution concerned for the registration and notification.
- 4.4. In case of staff/employee/faculty member(s) the recommendations of the inquiry board duly approved by the Academic Council will be taken into account for taking disciplinary action(s). Following action may be taken depending on the gravity of offence: -
- a. Verbal / Written Warning
 - b. Reprimand
 - c. Severe Reprimand
 - d. Dismissal from serves with intimation to the PM&DC

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