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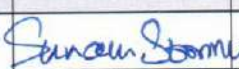


DOW UNIVERSITY OF HEALTH SCIENCES

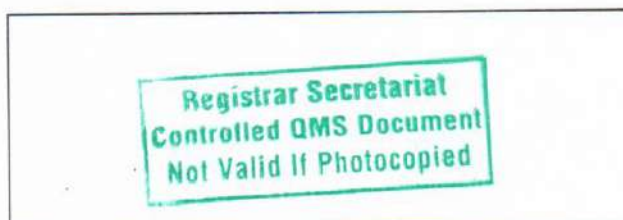


STANDARD OPERATING PROCEDURE

Students' Grievance Policy

(CLAUSE 1.1 OF ISO 9001:2008)

	NAME	DESIGNATION	SIGNATURE	DATE
PREPARED BY:	Ms. Sanam Soomro	Director, QEC-DUHS		12-12-2019
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APPROVED BY:	Prof. Mohammed Saeed Quraishy	Vice Chancellor DUHS		13/10/2019
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DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Pro-Vice Chancellor(s)
- Registrar
- Department of Post-Graduate Studies
- Head of Institutes and Colleges/ Program Director
- QMR
- Finance department



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TERMS AND DEFINITION

TERMS	DEFINITION
Grievance	An official statement of a complaint over something believed to be wrong or unfair treatment
<i>Allegedly</i>	Term used to convey that something is claimed to be the case or have taken place, although there is no proof.
<i>Referral</i>	Act of referring someone or something for consultation, review, or further action.
<i>Violated</i>	Fail to respect (someone's peace, privacy, or rights).



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LIST OF ABBREVIATIONS

BOS	Board of Studies
DOC	Document
DUHS	Dow University of Health Sciences
FM	Form
HEC	Higher Education Commission
ISO	International Organization for Standardization
QEC	Quality Enhancement Cell
QMR	Quality Management Representative
QMS	Quality Management System
QSP	Quality System Procedure
SOP	Standard Operating Procedure
VC	Vice Chancellor



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1. PURPOSE:

This procedure has been established to provide a method to resolve the students' grievances in a fair and transparent manner. For the purpose of this procedure, grievances are limited to alleged violations of university policy or procedures/ SOPs by the University regarding its students, which may include between faculty and student, student and administration, and/or alleged unfair treatment. *Under no condition should these policies be used when the student has allegedly violated the University Code of Conduct.*

The DUHS will endeavor to ensure that grievances are treated seriously and constructively at all stages of the procedure. It will also seek to ensure that grievances are dealt with fairly and consistently.

2. SCOPE:

The grievance policy applies to all registered students of the constituent colleges, institutes and schools of DUHS. The procedure may also apply to any person who was a registered student, provided they invoke the Procedure within 60 days of leaving the University and the subject matter of the grievance relates to acts or omissions that occurred, whilst the person was a registered student.


The following are examples of matters that may fall within the scope of this Grievance Procedure:

- Student grievances in relation to the delivery of academic programs and courses of study by DUHS or members of staff
- Student grievances relating to the DUHS facilities
- Student grievances against members of staff in relation to bullying and harassment
- Student grievances in relation to discrimination by the DUHS or members of staff, or violation of professional conduct of members of staff.
- Grievance related to academic procedures or delay in administrative procedures within the University departments, routed through Dow Connect.

3. RESPONSIBILITIES:

3.1. The DUHS will seek to ensure that student grievances are addressed promptly within specified time-scales outlined in this procedure. If a timescale or time bound activity for addressing a grievance is not achievable at any stage in the procedure, then the complainant and respondent shall be notified in writing and provided with an explanation for any delay.

3.2. The Principal, Director or the Dean is responsible for primarily addressing student concerns and grievances of their respective college/school/Institute. Furthermore, a student counselor or a student affairs manager may also be focal person of dealing with student grievances. Furthermore, student grievances can also be communicated

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to the QMS coordinator, or the Quality Enhancement Cell.

3.3. Privacy and confidentiality will be respected both for complainants and respondents. However, it may be necessary to disclose information to others in order to deal with the grievance and in these circumstances the parties concerned will be informed of such disclosure.

3.4. All staff and students of the DUHS are required to fully and promptly co-operate with this procedure. If a grievance is upheld, appropriate remedial action will be implemented. If a grievance is not upheld, the reason(s) for the decision will be communicated to the complainant and respondent.

4. PROCEDURE

4.1. The DUHS is committed to ensuring that the majority of student grievances are resolved in a cooperative and transparent manner.

4.2. Accordingly, it is expected that the majority of the grievances can be resolved at this stage through the complainant first raising his or her grievance with the respondent via: telephone, email or face-to-face meeting, with the help of a student counselor or a mediator.

4.3. The grievance should be raised as soon as possible, normally within 5 working days of the incident that prompted the grievance.

4.4. In outlining their grievance, the complainant should state the time, date and briefly describe the incident that prompted the grievance, including the process that prompted the grievance.

4.5. It is also necessary for the complainant to clearly outline/explain the outcome that is expected.

4.6. When and if the student meets with the respondent with a view to resolving the matter, the meeting should be under mutually agreed conditions, with or without friends/colleagues or witnesses present, as agreed. Every effort should be made by the parties at this stage to arrive at a solution by consensus.

4.7. Formal Grievance Procedure

4.7.1. The student is required to briefly outline the grievance either through written or through Dow Connect, online portal for submitting grievances, and to include dates, times, the nature of the incident and any individual(s) involved addressed to the Principal or Director of the College/ School or Institute. The student must also state the outcome he/she is hoping to achieve and mention any attempts made to informally resolve the grievance.


4.7.2. The Student should normally be submitted within 5-15 working days of the occurrence of the incident which prompted the grievance. It must be signed and dated by the student, mentioning their relevant contact information.

4.7.3. Following the conclusion of an investigation, the Grievance Committee Chairman shall make a suggestion as to whether or not the complaint should be upheld and whether any action is necessary. Such action may include:

4.7.4. Recommending DUHS take certain specified steps to resolve the grievance.

4.7.5. Directing the respondent to amend his/her behavior or practices as appropriate, including necessary apologies or verbal admission of wrong-doing/guilt with expression of regret, through formal apology note or verbal apology.

4.7.6. Directing the complaint be withdrawn, if found irrelevant or resolved or

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unfounded/ not authentic, no authentic proof of any wrongdoing committed.

- 4.7.7. Warning parties as to expected future conduct and detailing possible actions for further infringements that may be taken in response.

The DUHS shall endeavor to conclude the investigation under this step and state their decision and communicate same in writing to the relevant parties within **15** working days of resolution of the Student Grievance Application.

5. Academic Committee Review Procedure

- 5.1.1. If the complainant or respondent is dissatisfied with the decision and/or action taken, an appeal can be made to the Academic Committee of the University, as marked/forwarded by the Principal, Head of Department, Dean or Director of Institute.
- 5.1.2. The Academic Committee's Secretary will acknowledge receipt of the request and convene a meeting of the Committee. The other party to the original grievance will also be given a copy of the written appeal.
- 5.1.3. The Committee should endeavor to have completed its review within 30 working days of the response.
- 5.1.4. The parties, including the DUHS, will normally make final approval on the Committee's determinations within 7 working days of the hearing.
- 5.1.5. On the basis of the Academic Committee's recommendations, the final decision will be made by the Vice Chancellor, DUHS

6. Dow Connect: Student Automated Grievance Redressal System

The Directorate of Information and Communication Technology has implemented Dow Connect as an e Portal to address student related complaints and other issues/grievances DUHS. Furthermore, Dow Connect is developed to provide facilitation to students across Dow University, their complaint management and redressal, with respect to providing responses to various queries raised by them in a timely manner.

Dow Connect is connecting all departments with all stakeholders, including administrative personnel, departments, students, and faculty/staff where every request is assigned a unique number, which can be used to track the progress and responses online.

There is a provision of keeping the complete record, archives and history of all generated and resolved requests.

However, the user must submit a valid email address in order to submit a request.

6.1. Ticket Filters: Define rules to route incoming tickets to the right department, concerning officer, as well as trigger actions.

By using the filter system, Dow Connect empowers you to automate the creation and routing of tickets. Set actions such as ticket rejection, department/concerning officer assignment or even send an automated canned response. Rule criteria of filter can include any custom field added to the forms as well as user data.



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6.2. Assign, Transfer, & Referral: Transfer tickets between departments to make sure it's being handled by the correct concerning officer or assign tickets to a particular department or team of agents.

Refer a ticket to maintain view-only access to tickets when transferred or assigned to a department/officer. Tickets can be auto assigned by help topics or departments when they arrive, but what if they need to be reassigned? No problem! You can reassign tickets to agents or a team of agents or transfer to a different department all together. Transfer, Assignment, and Referral notes are logged in the ticket thread to keep track of what's happened in the ticket.

6.3. Auto-Responder: Configurable automatic reply sent out when a new ticket is opened, or a message is received.

Auto responses can be formatted to pull information from the ticket to personalize the email. Dow Connect supports placeholder variables which will pull the user's first name in the auto response. Auto responses can be edited and customized for each department as well as associated with Help Topics.

6.4. Thread Action: Officer now has the ability to create a Ticket or Task from a Ticket's thread entry or from a Task's thread entry.

Need to create a separate ticket or task from a user's message to separate or expand on that item? No problem! Now with thread action, agents can simply create a new ticket or task with the message and keep it in the original ticket thread. Thread actions are noted in the original ticket thread with reference to both the new item as well as the thread item it was pulled from.

6.5. Tasks: Create an internal to-do list for agents.

Tasks can be associated with tickets or they can stand alone in the help desk. When tasks are ticket-related, this prevents the tickets from being closed until all tasks within the ticket are complete. Add collaborators to include external users to the task items while keeping them separate from the ticket thread and contents.

5. RELATED DOCUMENTS: Students' Code of Conduct, Accreditation Council requirements regarding student redressals.

6. RELATED RECORDS