



Policies & Procedures Manual
Sir Syed University of Engineering & Technology

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Policy Statement

It is the policy of SSUET to establish a quality management system that meets the quality standards expected by our stakeholders. To achieve this, SSUET management is committed to continuous improvement in all areas of activities.

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APPEALS PROCEDURE POLICY

1. Preamble

The students or employees of a university may find themselves in disagreement with the decisions taken by the university. The principles of fairness, equal opportunity and natural justice require that a process should be in place where the affected persons may appeal for review or correction of the decisions taken against them. This policy document provides procedures for lodging appeals against the decisions of SSUET Faculty / Administration.

2. Introduction

As part of the University's appeals policy framework, this procedure provides a framework for the University to respond to appeals in a way that contributes to the University's supportive and fair learning environment, and is consistent with the principles of fairness, equal opportunity and natural justice.

3. Filing of Appeal

Appeal against an adverse decision made by the University under a procedure or other process where that procedure or other process prescribes a right of appeal may be filed within 30 days of announcement of the punishment. No appeal shall be entertained unless it is presented within 30 days from the date of communication of the decision, provided that the Vice-Chancellor may, for valid reasons, extend this period.

If a decision is made that has an adverse effect on a student under policies or procedures or any other formal process that prescribes an appeal process, the student dissatisfied with the decision can lodge an appeal with the Director Student Affairs. In case an employee of SSUET desires to appeal against a decision he/she can submit his/her appeal through Head of Department/Reporting Officer.

Director Student Affairs or Head of Department/Reporting Officer will forward the appeal to the Vice Chancellor through Registrar. The Vice Chancellor will process the case according to the nature of appeal.

4. Confidentiality and Privacy

Appeals must be treated by all parties as strictly confidential. This means that information about the Appeal shall only be discussed with, or made available to, a person who: a. is a party to the appeal; or

- b. is or has been legitimately involved in the management of that appeal; or
- c. has a formal management role in following up the consequences or implications of the appeal.

Witnesses, support persons or any other observers must refrain from discussing the appeal with each other or with the parties unless those discussions are in accordance with the management of the appeal.

Parties must be aware of the consequences if there is a breach of confidentiality, which may include disciplinary action under the University's discipline legislation.

5. General Principles and Guidance

Students wishing to lodge an appeal must act reasonably, in accordance with their responsibilities under all relevant policies, and in good faith. The University expects all parties to demonstrate respect for the rights of others at all stages of the appeal process.

The University reserves the right to take formal action against any party who lodges an appeal based on false or malicious grounds. All parties to the appeal process are reminded that any untrue material raised about a person during the appeal process that lowers that person's reputation in the community may be subject to external claims for defamation.

Students may seek guidance on the appeal process under a policy or procedure from the staff member(s) identified in that policy or procedure as having responsibility for guidance, or from the Director Student Affairs.

6. Decision on the Appeal

The appeal will be processed by the University in the minimum possible time, but not exceeding 30 days. The outcome of the appeal will be sent to the student's/employee's University email account, or to the postal address via Courier services consistent with the appeal notice.

The decision of the Vice Chancellor shall be final.