



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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Policy and Procedure for Resolving Grievances

1. Preamble

SSUET is committed to providing a safe, transparent, harmonious, supportive, productive and innovative environment for its students and employees. The University realizes its duty to take care of its students and employees and to promptly resolve any grievances they may have. SSUET management has always taken steps to resolve the grievances in keeping with the collegial atmosphere of the university. However, no formal procedure, duly approved by statutory bodies, was available to report and resolve the grievances of students and employees. This approved policy document aims at providing the required policy and procedure to address the grievances.

2. Introduction

The policy of SSUET to establish a quality management system that meets the standards expected by those we aim to serve. To achieve this, SSUET management is committed to continuous improvement in all areas of activities including complete satisfaction of its employees and students and creating a cordial working atmosphere at the University.

Legitimate problems, differences of opinion, or complaints sometimes arise in the relationship between students, faculty members, staff and those in decision-making roles. This document sets out SSUET policy for resolving such grievances and disputes and lays out procedure of reporting, investigating and concluding. The procedure set out in this document is available both to students and employees. The document is divided into two parts, i.e. section 4.0 deals with and employee i.e. faculty, officers and staff, grievances and section 5.0 deals with student grievances.

3. Policy Statement

The policy of SSUET is to address and resolve the grievances in a consistent, fair, timely manner and to provide fair resolution to the concerns of its community comprising of students and employees. This policy and its procedure are applicable only to grievances regarding actions taken directly and specifically against the grievant by the respondent, or conduct directed specifically toward the grievant by the respondent. This process shall not be used to challenge University policies and procedures of general applicability. Moreover, this grievance procedure shall also not be used for dealing with complaints of sexual harassment. The University has a separate SoP on sexual harassment, in accordance with HEC's guidelines.

4. Employee Grievances

Any employee, i.e. faculty member, officer or staff, may register a complaint that an unfair decision was made, or other unfair action was taken, by an individual or group in a decision-making role. This could include decision/action that can be termed as arbitrary, impulsive/whimsical, without good cause, retaliatory, based on personal malice, and/or inconsistent with treatment accorded to the peers in similar circumstances.

4.1 Reporting Grievances

1. An employee who wishes to report a grievance should contact his/her respective HOD/Chairperson/Director.
2. If the grievance is against the grievant's HOD/Chairperson/Director then the grievant should contact the next supervisory level i.e. Dean or Registrar.
3. The grievant should ensure that all necessary information relating to the grievance is communicated at time of reporting the grievance. The grievant may also list what actions he/she would like to be taken and what would be a satisfactory outcome to their grievance.
4. The employees are encouraged to resolve their grievance through Informal Procedure. The objective of informal resolutions is to resolve disputes among individual members of the University community. If the grievance is not resolved informally, the grievant may proceed with the Formal Procedure. Both Informal and Formal procedures are outlined in this document.

4.2 Informal Procedure

1. The employee will orally present and discuss his/her grievance with the respondent. The grievant may seek assistance of his/her HOD/ Chairperson/ Director in resolving the complaint informally. In case the respondent is the grievant's own HOD/Chairperson/Director, he/she may approach the next supervisory level.
2. In majority of cases, the employees are expected to solve their grievance informally before filing a formal complaint. Solving a grievance through informal means does not mean the grievant has to solve the issue on his/her own; rather, the grievant should be open to having a discussion with all the parties involved to solve the concern. This is because many grievances are due to poor communication or misunderstanding and can be easily solved during discussion.
3. If the grievance is successfully resolved through informal means, the grievant should inform his/her HOD/Chairperson/Director who may contact both parties to confirm that the matter has been successfully resolved.

4.3 Formal Procedures

1. It is desired that most disputes between or among the University employees are resolved informally. At times, however, informal resolution is not possible. Therefore, where the employee considers that it is not appropriate to deal with a matter informally, or when an attempt at informal resolution has not been successful and the grievant wishes still to pursue the matter, then the Formal Procedure can be adopted.

2. The formal procedure for reporting the grievance should be initiated as soon as possible, but not later than 15 days of the event of giving rise to the grievance.
3. The grievant shall file a written complaint with the Registrar. The employees who wish to file a grievance must submit a duly signed “**Employee Grievance Form**” which is attached as **Annexure A**, along with the relevant evidences. The form and the evidences, if any, should be complete in all respect. Incomplete forms are likely to be rejected at the initial scrutiny. In case of incomplete application the grievant will be informed by Registrar accordingly.
4. A copy of the written complaint should be provided to his/her HOD/ Chairperson/ Director by the grievant. In case the respondent is the HOD/ Chairperson/ Director, copy should be provided to next supervisory level.
5. The grievant should ensure that the information and details provided on the Grievance form are correct in all respect and complete names and valid postal addresses /contact details are stated. The University will not be responsible if the correspondence during the entire process does not reach the grievant due to invalid information provided by the grievant.
6. The University will endeavor to ensure that the grievance is carefully, impartially and promptly considered. However, where after formal proceedings, concerns are found to be malicious and without any reasonable foundation, disciplinary consequences may follow.
7. The Registrar, or the respective designee shall send a written decision to the grievant within twenty five (25) days of receipt of the grievance.

4.4 Investigation

1. After receiving the written complaint on the prescribed form, the Registrar will, in consultation with the Vice Chancellor, constitute a Grievance Committee comprising of, but not limited to, the following for investigating the grievance. A members will be notified by the Registrar accordingly.
 - a. Registrar / Nominee - Convener
 - b. Dean / Nominee
 - c. HOD/Chairperson
 - d. A Senior faculty member/ senior employee (to be nominated)
 - e. Any other relevant expert/ individual, if required
2. A meeting of the Grievance Committee will be held within three (3) working days of constitution of the Committee. The Committee will review the Grievance Form and the evidence provided by the grievant.

3. The Committee will schedule its hearing within ten (10) days and will issue notices to the grievant and the respondent. A copy of the complaint will be provided to the respondent. The respondent is required to submit his/her written response within six (6) days to the Convener Grievance Committee.
4. During the hearing the Committee may require the grievant or the respondent to produce additional evidence or witnesses in support of their claims. However, no cross examination of witness either by the grievant or the respondent will be allowed.
5. In the light of new evidence, follow-up meetings of the Committee may be held.
6. Complete record of the proceedings will be maintained by the Committee.
7. To the extent practicable, the investigation process shall be conducted in confidence. No person who is a party to the grievance or otherwise involved in its resolution shall discuss the grievance with others. In no event, the vote of an individual Committee member will be disclosed and the record shall be maintained in such a manner so as to preserve the confidentiality of the votes of individual Committee members.
8. Proper and professional decorum is required during the Hearing. The Chair of the Grievance Committee may exclude from the Hearing any person who fails to maintain a proper and professional decorum.

4.5 Report and Decision

1. The Grievance Committee's findings and recommendations shall be made in the form of a written report to the Vice Chancellor. It shall be based only upon evidence presented at the hearing. The report shall include a description of the complaint, the evidences, summary of hearing process, conclusions and recommendations for disposition of the case.
2. The Vice Chancellor or his or her designee shall review the report of the Committee and the Vice Chancellor shall make the final decision. The decision shall be conveyed to the grievant in writing by the Registrar. The decision of the Vice Chancellor shall be final.

5. Student Grievance

- 5.1 SSUET seeks to maintain an effective and supportive relationship between students and faculty and staff members within the University. However, when a student believes he/she has been treated unjustly/ unfairly by a fellow student, by the University or any employee of the University, in a way that violates his/her personal rights or is in opposition to University policies, the student may file the grievance and expect an appropriate resolution. The students are encouraged to resolve their

grievance through Informal Procedure. The objective of informal resolutions is to resolve disputes among individuals. If the grievance is not resolved informally, the grievant may proceed with the Formal Procedure. Both Informal and Formal procedures are outlined in this document.

5.2 Informal Procedures

1. Student is expected to try to seek a resolution through informal means. This means that student should be open to having a discussion with the concerned individual /parties. Student should seek support from DSA and/or his/her Chairperson/ Class advisor who will provide necessary guidance and advice to the student. This process provides solutions to issues arising due to lack of proper communication or misunderstandings and are quickly resolved.
2. When the grievance is successfully resolved to the satisfaction of the student through informal means, the DSA and the Chairperson should be accordingly informed by the student.

5.3 Formal Procedure

1. In case the grievance is not resolved through informal means or the student desires to proceed in a formal manner, the Student should submit a written complaint. The written complaint is to be submitted by filling the “**Student Grievance Form**” attached as **Annexure B** in this document.
2. The form, along with evidence, if any, is to be submitted to Director Student Affairs (DSA) in his office or at his/her official email address.
3. The student should ensure that the information and details provided on the Grievance form are correct in all respect and complete names and valid postal addresses /contact details are stated. The University will not be responsible if the correspondence during the entire process does not reach the grievant due to invalid information provided by the grievant.
4. The University will endeavor to ensure that the grievance is carefully, impartially and promptly considered. However, where after formal proceedings, concerns are found to be malicious and without any reasonable foundation, disciplinary consequences may follow.
5. All grievances must be filed within 10 business days after the incident/event/issue causing the grievance occurred. After filing a grievance, the student will be contacted by DSA within ten working days with an initial response.
6. Depending on the nature complaint, DSA will inform the Registrar about the formal complaint by the student. After discussions with the relevant Dean or Chairperson, a

Grievance Committee will be constituted by the Registrar to investigate the grievance within seven (7) days of receiving the complaint by DSA. The composition of the committee will depend on the nature of the grievance reported by the student. Various committees already exist that are assigned the responsibilities to resolve the issues and problems faced by the students. The Registrar may decide to refer the matter to one of the existing committees.

5.4 Investigation

1. A meeting of the Grievance Committee will be held within three (3) working days of constitution of the Committee. The Committee will review the Grievance Form and the evidence provided by the student. The Committee will decide whether the complaint warrants a hearing or not.
2. Should the Committee determine that no Hearing is warranted, the Committee will submit its findings and recommendation to the Vice Chancellor, through respective Dean and Registrar, for final decision.
3. Otherwise, the Committee will schedule its hearing within ten (10) days and will issue notices to the grievant and the respondent. A copy of the complaint will be provided to the respondent. The respondent is required to submit his/her written response within six (6) days to the Convener Grievance Committee.
4. During the hearing the Committee may require the grievant or the respondent to produce additional evidence or witnesses in support of their claims. However, no cross examination of witness either by the grievant or the respondent will be allowed.
5. In the light of new evidence, follow-up meetings of the Committee may be held.
6. Complete record of the proceedings will be maintained by the Committee.
7. To the extent practicable, the investigation process shall be conducted in confidence. No person who is a party to the grievance or otherwise involved in its resolution shall discuss the grievance with others. In no event, the vote of an individual Committee member will be disclosed and the record shall be maintained in such a manner so as to preserve the confidentiality of the votes of individual Committee members.
8. Proper and professional decorum is required during the Hearing. The Chair of the Grievance Committee may exclude from the Hearing any person who fails to maintain a proper and professional decorum.

5.5 Report & Decision

1. The Grievance Committee's findings and recommendations shall be made in the form of a written report to the Vice Chancellor through respective Dean. It shall be based only upon evidence presented at the hearing. The report shall include a description of

the complaint, the evidences, summary of hearing process, conclusions and recommendations for disposition of the case.

2. The Vice Chancellor or his or her designee shall review the report of the Committee and the Vice Chancellor shall make the final decision. The decision shall be conveyed to the grievant in writing by the DSA. The decision of the Vice Chancellor shall be final.



Employee Grievance Form

Part 1 – Employee's Details

Name: _____ Job title: _____

Department: _____ Cell No. : _____ Email: _____

Postal Address: _____

Part 2 – Employee's Grievance

Please provide the information requested below. Limit your response to no more than five typewritten pages and attach it to this Form.

- a) *Please set out the details of your complaint (providing as much fact-based detail as possible, particularly dates, times, locations and the identities of those involved).*
- b) *Identify the person(s) against whom the grievance is brought (the "respondent (s)").*
- c) *Provide the names and contact details of any people involved in your complaint, including witnesses.*
- d) *Detail any attempt made to resolve your concerns informally and/or outline why you do not think informal resolution is possible or appropriate in this particular matter.*
- e) *Outline what outcome(s) you are reasonably seeking by submitting this formal grievance.*

Part 3- Declaration

I confirm that the statements submitted by me are true to the best of my knowledge, information and belief.

Signature: _____ Date: _____



Student Grievance Form

Part 1 – Student's Details

Name: _____ Batch: _____ Student ID: _____

Department: _____ Cell No.: _____ Email: _____

Postal Address: _____

Part 2 – Student's Grievance

Please provide the information requested below. Limit your response to no more than five typewritten pages and attach it to this Form.

- a) *Please set out the details of your complaint (providing as much fact-based detail as possible, particularly dates, times, locations and the identities of those involved).*
- b) *Identify the person(s) against whom the grievance is brought (the "respondent (s)").*
- c) *Provide the names and contact details of any people involved in your complaint, including witnesses.*
- d) *Detail any attempt made to resolve your concerns informally and/or outline why you do not think informal resolution is possible or appropriate in this particular matter.*
- e) *Outline what outcome(s) you are reasonably seeking by submitting this formal grievance.*

Part 3- Declaration

I confirm that the statements provided by me are true to the best of my knowledge, information and belief.

Signature: _____ Date: _____