



Policies & Procedures

SOHAIL UNIVERSITY

Grievance Policy

1. Purpose:

Sohail University gives high priority to the safety and well-being of its students. The purpose of this policy is to provide guidelines for addressing and resolving all matters of students' concerns that may occur between student and administration, student and faculty, student and staff and students and any other facility in the university. A procedure to inform the university authorities regarding grievance and further appeal the decision is a part of this document.

2. Scope:

This policy applies to all the students registered at Sohail University. It complies to all matters arising as a result of student's involvement with university including academics, administration, personnel, security and safety, admissions, different societies of the University, university facilities, finances, unfair behavior like harassment, and bullying etc.

3. Policy Statement:

Sohail University endeavors to keep all communication channels open for its students and provide them with ample opportunity to express their grievances and seek a formal/informal resolution in a fair, orderly, and expeditious manner.

Issues for Grievance:

A grievance under the student grievance policy refers to:

- Violation of a university/ college/ program academic rule, policy or procedure.
- Prejudiced/ unfair behavior by the administration, staff, academics etc.
- Issues pertaining to university amenities and services e.g labs, library.

4. Responsibilities:

The Principal/ Director/ Dean of the department to which a complaint is lodged is responsible for responding to the respondent within 4 to 5 working days.

Furthermore, class representative (CR) or the Manager Student Affairs department can be directed by the Principal/ Director/ Dean of the department to be a focal person in dealing with student grievance.

Moreover, grievance can also be communicated directly to Quality Enhancement Cell.

Confidentiality shall be maintained out through out the procedure by both the parties i.e complainant/s and respondent/s.

All administrative heads, staff members, faculty and deans are required to show cooperation and fairness in the procedures.

5. Procedures:

The purpose of the Student Grievance Procedure is to provide equitable and orderly process by which a student may pursue a complaint regarding any of the above mentioned issues of Grievance that has occurred within the university premises and solicit its redressal.

Sohail University has established informal and formal procedures for settling student's grievances. Every grievance (complaint) lodged to the university authorities will be considered carefully and individually and every effort will be made to resolve issues to the mutual satisfaction of all parties.

The student/s making a complaint should:

- Consider that grievance they wish to resolve is reasonable.
- Submit the complaint within 10 days of occurrence.

a. Informal Procedure:

- Students are expected to approach for a resolution through informal means by bringing it directly to the attention of relevant individual, administration or office.
- Information of grievance redressal should be provided to the student by the concerned authorities within 20 working days.

b. Formal Procedure:

- If a case is not resolved informally or the student wants to pursue the formal procedure, he/she should report to the Head of the Dept./ Principal/ Dean/ Director.
- He/she should submit in writing, an outline of the grievance, correct date and time of occurrence/incidence and may include clear picture of the accident. It must be signed by the student and provided with accurate contact information.
- Student must also write an output that he/she is hoping to get in the decision.
- The Head of the Dept./ Principal/ Dean/ Director will bring the complaint to the notice of the Registrar who will constitute a Grievance Committee. Composition of Grievance Committee may vary and will depend on the nature of grievance submitted by the student/s. It shall include the concerned HOD against whom the complaint is made, Registrar/ Deputy Registrar and Director QEC.
- If a complaint is found to be false/ irrelevant by the Registrar then the complainant will be directed to withdraw the case.

Investigation:

- First meeting of the Grievance Committee shall be held within a week of the filing of complaint. The Committee will review the Grievance submitted and the evidence/s provided by the student. The Committee will decide whether the complaint warrants a hearing of the student or not.

- If the Committee decides that no Hearing is required, the Committee will submit its findings and recommendation to the Vice Chancellor, through respective Dean and Registrar, for final decision.
- In case a hearing is essential, 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 3 days to the Registrar's office.
- Additional evidence/s or witness/es in support of the claims made by either party may be required. However, no cross examination of witness either by the grievant or the respondent will be allowed.
- More follow-up meetings of the Committee may be held.
- Complete record of the proceedings will be maintained by the Registrar'
- Complete confidentiality and secrecy of the proceedings shall be maintained.
- Proper professional decorum is required during the Hearing.
- The Grievance Committee's findings and recommendations shall be submitted to the Vice Chancellor in the form of a written report along with the conclusions and recommendations for equitable resolution of the case.
- The Vice Chancellor shall be the final authority to sign the decision.
- The decision shall be conveyed to the aggrieved student/s in writing.

Approved by:

Academic Council (12th Academic Council held on December 22nd 2022)

Ratified by:

Board of Governors (13th Board of Governors held on December 28, 2022)