

## **1. Purpose**

The purpose of introducing policy is to address grievances of any nature of employees as well students and put in place proper mechanism for redressal of such grievances. It is the Policy of Isra University to encourage and promote good communications and healthy relationship between management and employees at all levels. Grievance, if and when arises should be resolved at the earliest.

## **2. Scope**

This policy applies to all the employees and the students of Isra University and Isra Hospitals.

## **3. Grievance Resolution of Employees**

The following are the steps that are required to be taken to resolve a grievance that is raised by an employee:

- A. As early as possible, the aggrieved person shall raise the matter to his/her immediate supervisor/officer informing him/her of the nature of the grievance in detail. The officer concerned shall look into the complaint and take necessary action to resolve the matter as early as possible. Supervisor/officer shall respond (in writing) to the aggrieved person about the outcome/result of the reported grievance.
- B. If the grievance of aggrieved person is still not settled, the next step would be to bring the issue before the next higher authority (i.e. Departmental Head) either by the complainant himself or the immediate officer concerned to get the issue resolved at that level.
- C. If the grievance is still not resolved, the aggrieved person may appeal directly to the Pro-Vice Chancellor. The Pro-Vice Chancellor or his designate, which may be the Human Capital Office, will decide the matter within reasonable period of time depending upon his other commitments. Opportunity of personal hearing to the aggrieved employee/complainant would be provided.
- D. If the grievance is still not resolved, the aggrieved person may appeal directly to the Vice Chancellor for a decision. The Vice Chancellor or his designate, which may be the Human Capital Office, will decide the matter within reasonable period of time depending upon his other commitments. Opportunity of personal hearing to the aggrieved employee/complainant would be provided. The decision of the Vice Chancellor or his designate at this concluding stage shall be final.

#### 4. Grievance Resolution of Students

If a student feels that he has been discriminated on any account, academic as well social or he has a complaint against a faculty member or the employee of the university, he has right to make complaint accordingly as follows.

- A. For a complaint against discrimination of general nature that prejudices his legal right, he will make a complaint through Student Affairs Officer to Dean or Vice Dean of the faculty who will look into the complaint and shall take appropriate action at his level or refer the case to the Pro-Vice Chancellor or Vice Chancellor with his findings and recommendation.
- B. For a grievance against a faculty member, a complaint will be lodged with the head of the department, who will resolve the matter at his level. If the grievance is of a serious nature, the head of the department shall refer the matter to Vice Dean/ Dean or PVC with his findings and recommendations. PVC/Dean/ Vice Dean shall take appropriate action against the person who has been found responsible for the cause of the grievance.
- C. In case of grievance is against an employee other than the faculty member, the complaint will be made to Director Student affairs, who will hold an enquiry, which may involve the Human Capital Office, and make an effort to sort out the matter at his level. In case of failure he will put up the case before the Dean or Pro-Vice Chancellor with the findings of the inquiry. Dean/ Pro-Vice chancellor will take decision exercising his judgment and powers and his decision shall be final.
- D. If, an appeal is preferred with the Vice Chancellor, against decision or action of any authority, the Vice Chancellor will offer an opportunity of personal hearing to the affected person and shall take appropriate action.
- E. Decision of the Vice chancellor in all such cases shall be final