

ZIAUDDIN UNIVERSITY

GUIDELINES, POLICIES AND PROCEDURES

Policy Title	Grievance Policy
Date of Original Approval	19 th December, 2022
Approved By	316th Academic Council
Date of Revisions	Nil
Contact	Registrar Office

INTRODUCTION:

Ziauddin University seeks to maintain a positive and healthy working environment for all of its students, staff and faculty members. In case of a problem raised by a student/ staff/ faculty member all efforts are made to resolve the issue in the workplace fairly, efficiently, maintaining a non-discriminatory approach and within a reasonable timeframe. Grievances arise as a result of alleged violations of university rules, policies or procedures. If issue falls under Student/Professional Code of Conduct violations, Plagiarism, Intellectual Property rights, Sexual Harassment etc., the policy on these specific issues will take precedence.

PURPOSE:

This policy is designed to create a culture where students, staff and faculty members feel valued, engaged, committed and involved. This policy provides a formal mechanism for resolution of problems and complaints if and when brought to the notice of university authorities. It ensures that steps for handling grievances are clear, transparent and accessible and lead to appropriate resolution.

SCOPE:

This policy applies to all the students/ staff/ faculty members of Ziauddin University.

RESPONSIBILITIES:

- Concerned HOD
- Dean
- Manager HR & Registrar's office.

ZIAUDDIN UNIVERSITY

GRIEVANCE POLICY

For ZU Students Staff & Faculty Members

POLICY STATEMENT:

ZU employees as well as students are encouraged to try to find resolution through informal means as a first-approach to resolving the issue at hand. If normal channels of communication breakdown and/or a situation does not permit or lend itself to informal resolution or does not seem to be resolving itself, students/ employees may seek recourse through the formal grievance process.

Grievance Policy Implementation Procedure:

These are means of dispute resolution that are used to address complaints by students, staff and faculty members. A grievance procedure provides a hierarchical structure for presenting and settling workplace disputes.

- If a student/ staff/ faculty member of Ziauddin University wishes to raise a formal grievance, they should put their complaint in writing and address it to their manager/ HOD, Principal/Dean. Where the grievance relates to an employee's manager/HOD, the grievance should be send to a person at a level higher than the person concerned.
- Complain should be submitted as a hand-written or typed letter explaining the grievance.
- All grievances should be written as a letter to the appropriate University official and signed by the grieving student.
- The letter should include the description of situation and any facts crucial to fully understanding the issue
- Names of individuals the complainant believe are responsible and why
- Date the situation occurred
- Names of individuals who witnessed or have knowledge of the incident/event/issue can be given after taking their consent.

If necessary, the college will request additional information.

P.S: A Complainant has the right to withdraw his/her complaint, in writing at any time.

Upon receipt of a grievance following protocol will be followed:

1. The case will be forwarded to the Grievance Committee for suitable investigation within a day of formal receipt of grievance.

2. The committee will perform with due diligence to investigate the complaint. Minutes will be kept and logged.
3. After all the findings have been compiled, a summary investigative report will be written and submitted to the Vice Chancellor ZU.
4. The concerned HOD/ manager /principal will be directed by the committee to take action accordingly and send the summary of action taken to the VC ZU. It will be included in the case file.
5. A copy of all documents will remain on record in confidentiality with the Grievance Committee.

Linked/Referenced Documents:

- Sexual Harassment Policy
- Student & Employee Code of Conduct
- Plagiarism Policy
- Intellectual Property Rights Policy.