



فانڈیشن یونیورسٹی اسلام آباد
FOUNDATION UNIVERSITY ISLAMABAD

GRIEVANCE REDRESSAL POLICY

1. **INTRODUCTION.** Foundation University Islamabad (FUI) recognizes that from time to time, students, faculty and staff may encounter academic and administrative issues or concerns which they wish to raise and have addressed. This Policy aims to encourage the prompt and effective resolution of such issues or concerns in a constructive, fair and equitable manner. It also aims to settle or redress any grievances at the lowest managerial level by methods acceptable to all parties as far as may be feasible.

2. **SCOPE.** The Grievance Redressal Policy provides a framework within which complaints raised by students, academic and non-academic staff in relation to their 'grievances'.

3. **GENERAL PRINCIPLES**

- 3.1. Where appropriate, the university will seek to resolve issues on an informal basis, which may include the option of seeking resolution through a process of mediation or facilitated meeting(s).
- 3.2. Each step and action under the procedure will be undertaken as quickly as practicable and without unreasonable delay.
- 3.3. One is entitled to reasonable preparation time ahead of being required to attend an investigation, grievance or appeal meeting.
- 3.4. Meetings will be conducted in a manner that enables all parties to explain their cases.
- 3.5. The complainant must take all reasonable steps to attend any meetings which he/she is required to attend. If one fails to attend a Grievance or Appeal Hearing, one will be provided with a final invitation to attend a second Hearing. If one does not attend the second Hearing, consideration will be given to reaching a decision in one's absence on the evidence available.
- 3.6. The complainant has a right to appeal against the outcome of the grievance.
- 3.7. All written records, including documentary evidence and witness statements, will be classified as confidential in line with current legislation and held within the Director's Office in accordance with the University's records retention schedule.

- 3.8. While addressing any grievance, Academic Freedom is extended to all academic individuals, which includes freedom (within the law) for such individuals to:
- 3.9. Hold and express an opinion;
- 3.10. Question and test established ideas and received wisdom; and
- 3.11. Present controversial or unpopular points of view.
- 3.12. All formal written complaints will be submitted to and monitored from a centralized place to ensure effective monitoring, timely redressal, and further implementation of any outcome.

4. GRIEVANCE REDRESS PROCEDURE

4.1. Informal Opportunity to Resolve Grievance

- 4.1.1. Every effort will be made, wherever possible, to resolve issues on an informal basis in the first instance. Therefore, one should initially raise their concerns with their Line Manager / Head of Department. If the grievance is regarding one's Line Manager / HoD, he/she should raise their concerns with an individual at the next level of the management structure within the Section/Faculty, (which may be the Manager/ Dean/ Director), who will either him/herself look into the matter or nominate another appropriate individual to take the matter forward.
- 4.1.2. The parties will be offered the opportunity to engage in a process of mediation or facilitated meeting(s) to resolve the situation. They will also be given the opportunity to suggest potential solutions to resolve their grievance.
- 4.1.3. However, if the complainant is not satisfied with the outcome of informal grievance redressal and wants to further escalate the complaint, the following procedure is to be followed:

- 4.2. **Formal Grievance Redressal**. In order to ensure the prompt and effective resolution of any formally submitted issues or concerns in a constructive, fair and equitable manner, Foundation University Islamabad, has designated specific office bearers to administratively process these complaints. In addition, various Grievance Redressal Committees have been set up to formally address any such concerns. These include:

4.3. Offices of the Campus Directors

4.3.1. The office of the respective Campus director or Registrar will be responsible for formally handling all written complaints. The following offices have been designated for respective campuses to submit their complaints/concerns.

4.3.2. **FURC Campus Director Office.** It will deal with all FURC originating issues.

4.3.3. **FUIC Campus Director Office.** It will deal with all matters pertain to FUMC, FUIRS, FUCD, FUCN Grievances Committees.

4.3.4. **FUSC Campus Director Office.** It will deal with all FUSC originating issues.

4.3.5. **The Office of Registrar.** It will deal with all Head Office related issues.

4.4. Grievance Committees

4.4.1. **FURC's Campus Grievance Committee.** The composition of FURC's Campus Grievance Committee is as under:-

- i. Prof /Assoc Prof(nominated by Director FURC) Chairman
- ii. One Senior Member from each Faculty Members
- iii. Deputy Registrar Member/Secretary
- iv. Any Officer as deemed necessary by Chairman Member

4.4.2. **Colleges/Institute Grievances Committees.** The composition of Colleges/Institute Grievance Committee is as under:-

- i. Prof /Assoc Prof (Nominated by Principal/Dean of respective colleges/Institute) Chairman
- ii. One Senior Member from each Faculty Members
- iii. Deputy Registrar Member/Secretary
- iv. Any Officer as deemed necessary by Chairman Member

4.4.3. **FUSC's Campus Grievance Committee.** The composition of FUSC's Grievance Committee is as under:-

- i. Prof /Assoc Prof (nominated by Director FUSC) Chairman
- ii. One Senior Member from each Faculty Members
- iii. Deputy Registrar Member/Secretary
- iv. Any Officer as deemed necessary by Chairman Member

4.4.4. **University Grievance Committee.** The composition of University Grievance Committee (UGC) is as under:-

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| i. Pro Rector / Director FURC / Director FUIC | Chairman |
| ii. 1x Professor /Associate Professor FUIC | Member |
| iii. 1x Professor /Associate Professor FURC | Member |
| iv. In-charge QEC | Member |
| v. Any Officer as deemed necessary by Chairman | Member |
| vi. Registrar | Member/Secretary |

5. **Process for Formal Grievance Redressal**

5.1. **Complaint Logging**

5.1.1. Once a complaint is formally submitted to the respective Director or Registrar Office, the following procedure will be followed:

5.1.2. The complaints will be logged in a systematic way, and a complaint/ diary number will be generated and provided to the complainant.

5.1.3. The Director office will keep the original complaint in record, and will send a copy to the respective Line Manager / HoD (Designated Individual). If the grievance is regarding applicant's Line Manager, it will be sent to an individual in the next level of the management structure.

5.2. **Stage 1: Section/Departmental Level Consideration**

5.2.1. Once the complaint is received by the Designated Individual in section/department/faculty, he/she is required to review the complaint.

5.2.2. The Designated Individual, at this stage may or may not contact the applicant for further information or documents, or may call the applicant for a meeting.

5.2.3. The Designated Individual will submit a formal response to the director's office within five working days.

5.2.4. **Section / Department Level Decision**

5.2.4.1. The Director Office will communicate the section/department Level response to the complainant.

5.2.4.2. If the complainant is satisfied with the outcome, a formal confirmation of satisfaction will be taken from the complainant, the matter will be formally closed, and filed in records.

5.2.4.3. If the complaint is not satisfied with the outcome, the complaint and the section / department level response along with any

additional documents will be automatically forwarded to the respective Campus Grievance Committee. In case of Head Office, where there's no CGC, any such complaints will be directly raised to University Grievance Committee. The CGC will have 15 working days to formally respond to the complaint.

5.3. Stage 2: Campus Grievance Committee Consideration

- 5.3.1. Once a complaint is forwarded to the chairman of the respective CGC, the chairman will review the case and may call the CGC meeting.
- 5.3.2. The applicant will be invited to attend a meeting to explore the issue or concerns in more detail. He/she will also be given a further opportunity to suggest potential solutions to resolve the grievance.
- 5.3.3. The applicant must take all reasonable steps to attend this meeting. If they cannot attend at the time specified, they should immediately inform the committee chairman in writing and reasonable efforts will be made to agree an alternative time.
- 5.3.4. The committee may meet with others to ensure it has all the relevant information on which to base its decision. In some circumstances, it may be necessary for it to meet with the complainant and/or other individuals more than once if further evidence or information is received which requires additional clarification.
- 5.3.5. **Campus Grievance Committee Decision.** Once the committee has come to a decision, it will communicate the decision to the applicant, and will return all documentation along with the decision to the respective Director Office for record keeping purpose.
 - 5.3.5.1. **Grievance Upheld/Partially Upheld.** Where the grievance is upheld or partially upheld, the applicant will be notified of this. In addition, the committee will normally seek to recommend constructive solutions to resolve the concerns which were raised, and advise all parties of the timescale for their implementation and review. Such solutions will be passed on to the Director Campus for review and subsequent implementation.

5.3.5.2. Grievance Not Upheld

5.3.5.2.1. If committee decides that the grievance should not be upheld, the applicant will be advised that the matter has been concluded.

5.3.5.2.2. The applicant will also be advised of their right to appeal against the outcome before the University Grievance Committee.

5.4. Stage 3: Appeal to University Grievance Committee

5.4.1. If the applicant remains dissatisfied following the CGC's decision, he/she may invoke the final stage of the formal Grievance Procedure which involves the grievance being heard by the University Grievance Committee (UGC) comprising of members from the University Head office and other campuses. Notification of an intention to appeal against the outcome (including the full grounds for appeal) must be made in writing within 5 working days from the date of issue of the decision. The detailed grounds of the appeal should be lodged within 10 working days from the date of the original intimation of intention to appeal.

5.4.2. The chairman UGC will hold the committee meeting as soon as conveniently possible and may call all/any concerned parties for their input.

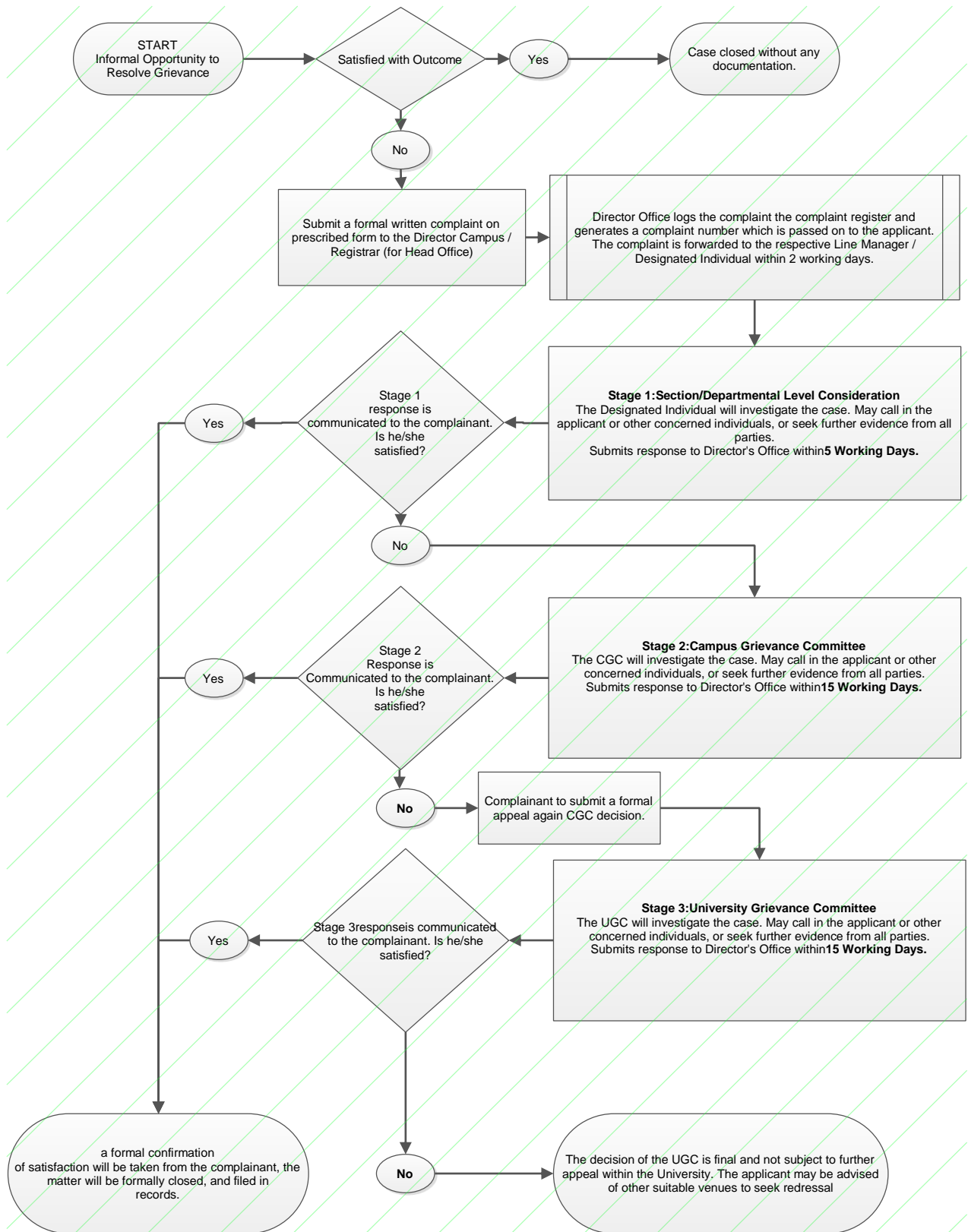
5.4.3. **University Grievance Committee Decision.** Once the UGC has come to a decision, it will communicate the decision to the applicant, and will return all documentation along with the decision to the respective CGC, who will then file/submit the to respective Director Office for record keeping.

5.4.3.1. **Grievance Upheld/Partially Upheld.** Where the grievance is upheld or partially upheld, the applicant will be notified of this. In addition, the committee will normally seek to recommend constructive solutions to resolve the concerns which were raised, and advise all parties of the timescale for their implementation and review. Such solutions will be passed on to the respective authorities for review and subsequent implementation.

5.4.3.2. **Grievance Not Upheld.**

5.4.3.2.1. If the committee decides that the grievance should not be upheld, the applicant will be advised that the matter has been concluded.

5.4.3.2.2. The decision of the UGC is final and not subject to further appeal within the University. The applicant may be advised of other suitable venues to seek redressal.



Document Title	FUI Grievance Redressal Procedure
Version	1
Author / Creator	Mr. Ubaidullah A Qazi Assistant Professor Department of English
Reviewers	Prof. Dr. Amir Gulzar, FURC MSA, FURC Manager Admin, FURC
Owner	Dr. Raja Nasim Akhtar Dean, Faculty of Arts and Social Sciences
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