



Multan Medical and Dental College

Student Grievance Committee – Policy & Terms of Reference

1. Introduction

The Student Grievance Policy aims to provide a clear, transparent, and effective process for addressing and resolving grievances related to both academic and non-academic issues. Our goal is to maintain a positive educational environment where concerns are handled promptly and equitably.

2. Objective

The primary objectives of this policy are to:

- Create a fair and impartial process for addressing student grievances, ensuring all issues are considered and resolved in a timely manner.
- Promote a culture of respect and accountability among students, faculty, and staff.
- Safeguard the rights and dignity of all individuals involved in the grievance process.
- Uphold the integrity and positive atmosphere of Dental College.
- All proceedings and outcomes are to be documented and archived by the

Secretary.

3. Responsibilities

The Committee is responsible for:

- Receiving and reviewing student grievances.
- Investigating issues impartially and confidentially.
- Providing recommendations for resolution.
- Reporting on grievance trends and recommending policy improvements.

4. Types of Grievances

Students may submit grievances regarding:

- Academic disputes (e.g., unfair grading, academic misconduct)
- Administrative issues (e.g., mismanagement, service delays)
- Disciplinary actions (e.g., unjust penalties)
- Financial concerns (e.g., fee disputes, scholarship issues)
- Personal matters (e.g., harassment, discrimination)
- Other issues affecting student welfare

5. GRIEVANCE PROCEDURE

5.1 Initial Steps

1. **Informal Resolution:** Students are encouraged to address concerns directly with the involved parties or through informal channels, such as meetings with the concerned faculty or administrative staff.
2. **Formal Complaint:** If the issue is not resolved informally, students should submit a written grievance to the relevant department head.

5.2 Filing a Complaint

3. **Submission:** Complaints should be submitted in writing to the In-charge of the Student Grievance Committee.
4. **Acknowledgment:** The Committee will acknowledge receipt of the complaint within three business days.
5. **Investigation:** The Committee will conduct an impartial investigation, including interviews and evidence review, and will aim to resolve the issue within 15 business days.

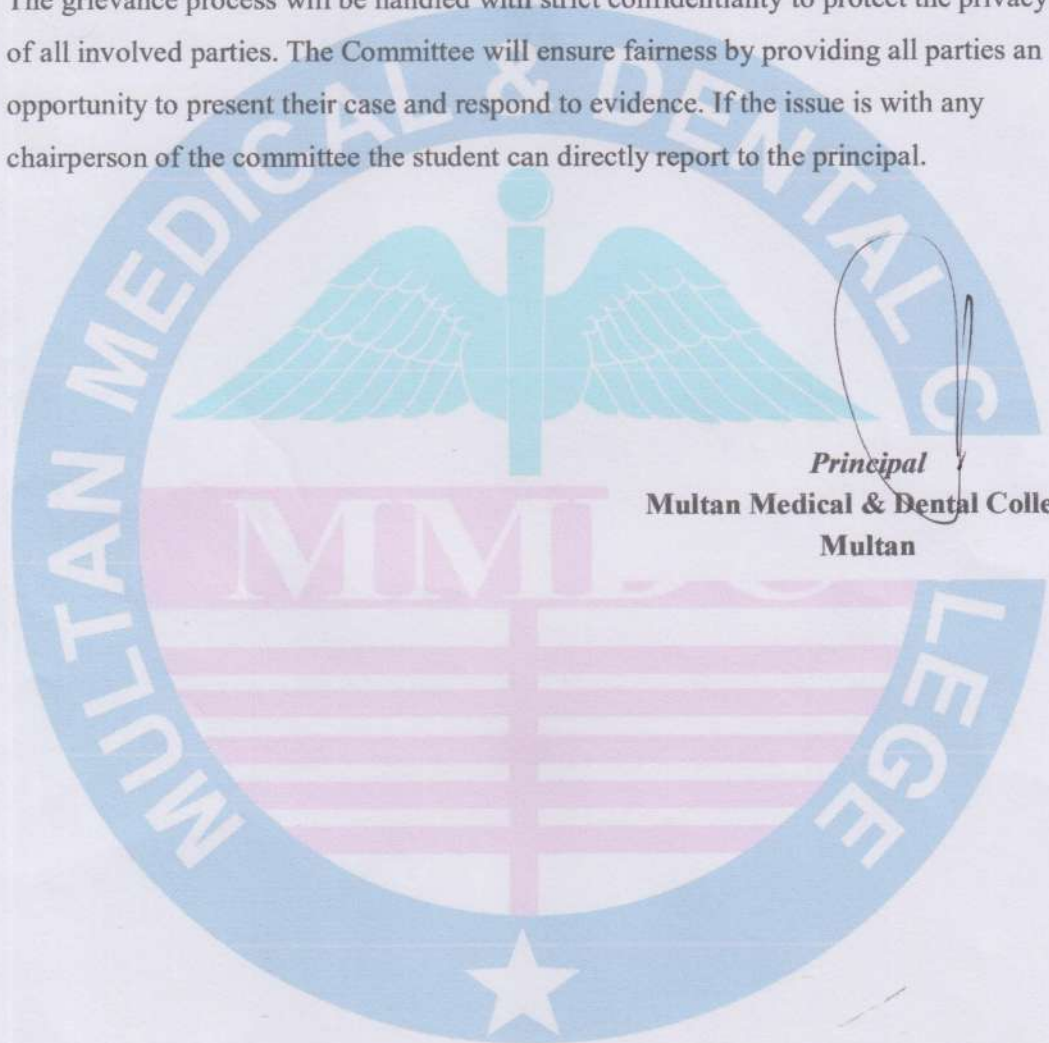
5.3 Resolution

6. **Recommendation:** The Committee will provide a resolution recommendation based on their findings.

7. **Implementation:** The resolution will be communicated to the student and relevant parties, with actions implemented as necessary.
8. **Appeal:** If the student is dissatisfied with the resolution, they may appeal to the Principal, whose decision will be final.

6. Confidentiality and Fairness

The grievance process will be handled with strict confidentiality to protect the privacy of all involved parties. The Committee will ensure fairness by providing all parties an opportunity to present their case and respond to evidence. If the issue is with any chairperson of the committee the student can directly report to the principal.



Principal
Multan Medical & Dental College,
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