

JINNAH UNIVERSITY FOR WOMEN



Grievance Policy

Updated : September 2021
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(Academic Council)

GRIEVANCE SOPs

Grievance Committee

University has constituted a Grievance Committee with the following members:

- Deans of Faculties (Science, Social Sciences, Pharmacy, Business Administration, Commerce and Economics)
- Registrar

Definitions:

Grievance

A verbal / written grumble filed by the faculty/staff against any other faculty/staff/Department head/Dean. Alleging a contravention of university policy or established practices.

Faculty member

A person with teaching responsibilities with the designation of teaching assistant, lecturer, assistant professor, associate professor or professor.

Staff member: All non teaching staff working at the university.

Policy: A written statement of principles and procedures that administrate the actions of faculty, staff including written rules, by-laws, procedures and standards.

Violation: An infringe, misinterpretation, or misapplication of existing policy or established practices.

If a person feels aggrieved, first he/she must verbally confer the issue with the chairperson in total confidentiality. If the aggrieved party feels that the issue is resolved, then the affair stands closed without any documentation in the personal files of the accused and aggrieved parties.

If the person feels that that the issue is still unresolved, he/may file a formal complaint in writing to the department head. The head may call both the concerned parties, in confidence and privacy and give an opportunity to them to resolve the conflict. The meeting may resolve the issue to the satisfaction of both the parties. In this case the issue is resolved but written documentation will be placed in the files of both the parties.

In case, the issue and conflict is not resolved, then the department will request the chair of the Grievance committee to intervene. Both the parties will file their case in writing to the chair. The

chair must call a meeting within 10 days of receiving the complaint, discuss the issue within the committee and set a date to call the parties, within a week's time.

Both the parties will be given proper hearing time by the committee, examine all the written documents, call witnesses (if any). The registrar will make notes of the meeting. On completion of this process, the committee will request the parties to leave and individually give their verdict on the case. If they're a split decision the case will be referred to the higher authorities for revision. If the majority of the members agree or disagree, then that will be the decision of the committee. The registrar will write the final recommendation of the committee, discuss it with senior management, and pass it on to the concerned parties. The decision of the committee will be final and cannot be challenged.

Filing a Complaint

Whenever any faculty member have been incapable to attain a satisfactory solution, against a grievance within own premises, proper accusation procedures may be initiated by the faculty member by filing a written complaint with the Committee. The written grievance (1) should affirm, in detail, (a) the essentials from which the grievance arose, (b) the process followed within the campus for resolving the grievance, and (c) the results of the beginning endeavor to solve the dilemma and (2) should state a precise request for the reprieve sought. The written grievance must be submitted to the provost within thirty calendar days after the faculty member has received a written decision from the concern.

Upon acknowledgment of a written grievance, the committee will evaluate the grievance and shall find out the most suitable line of action. If it is determined that the grievance involves the assessment of the professional qualifications of a faculty member, which are most aptly made by individuals with expertise in the fastidious academic discipline, the complaint may be sent back to the authority for final declaration by the concern in consultation with the proper faculty committee and chair. In other cases, the committee may attempt to decide the grievance to the communal satisfaction of the party (ies) involved. If such a resolution is not reached within thirty calendar days, the grievant may request that a Grievance Committee be convened, and the committee shall proceed to execute so. Irrespective of this appeal, the board may ascertain a Grievance Committee within the thirty-day period if he/she thinks no decision will occur via the conciliation. The Grievance Committee shall be established by the committee.

II. The Grievance Committee

Any appointed member who believes that he or she cannot provide an unbiased decision concerning the grievance because of personal involvement with any of the party (ies) will not be part of the committee for that particular case.

III. Responsibilities

1. Responsibilities of the Grievance Committee

The responsibilities of the Grievance Committee are (1) to scrutinize the complaint as presented to the Grievance Committee by the grievant by obtaining proper and necessary facts in the clash and (2) to come to an ending as to whether the grievant had good source to file a grievance. It is the duty of the grievant to set up the facts that constitute the basis of grievance, a just root for action, and entitlement to reprieve. The Grievance Committee may request that the grievant resubmit the grievance with more specificity if, in the view of the Grievance Committee, the scenery of the grievance is not clearly defined. The Grievance Committee has the right to exclude any section of the grievance, which, in its opinion, is more appropriately addressed by some other method. The Grievance Committee may use any available sources of information deemed by the committee to be probative and pertinent to the grievance.

The situations in which the grievance contends prejudiced treatment, the Grievance Committee must come to a finale as to whether the policies, procedures, and standards of the involved administrative unit have been applied in a discriminatory mode.

In grievances related to terms of faculty appointment such as promotion, tenure, or non-reappointment, the function of the Grievance Committee is to find out whether laxen and consistent procedures have been employed, not whether a person is creditable of promotion, tenure, or re-appointment. During the hearing of a grievance, it sometimes may become necessary to observe the qualifications of a grievant in relation to those of other academic staff in the department, but the Grievance Committee should renounce from making the grievance procedure a review and assessment of the professional qualifications of the grievant as it is not within the span of any Grievance Committee to make an assessment of the professional qualifications of the grievant. Such finding is the responsibility of the appropriate stare group, administrator, and consultants within the concerned department.

2. Responsibilities of the Grievant

It is the duty of the grievant (1) to state grievance with specificity, identifying any accused party (ies) involved, (2) to present all the facts through the presentation of witnesses and documents having importance to the grievance, and (3) to provide evidence the validity of the grievance.

3. Responsibility of the Party(ies) against whom the grievance is filed [Accused Party(ies)]

The responsibility of the accused party (ies) (1) to provide to the Grievance Committee relevant departmental documents to which they have entrance, including documents requested by the grievant but not custody and those requested by the Grievance Committee and (2) to give details their actions through arrangement of witnesses and documents having relevance to the grievance.

V. Grievance Committee Procedure

A. Preparation for Grievance Hearing

The first meeting of the Grievance Committee shall be called by the lead. The Committee shall convene to review accessible written documentation from the grievant and accused party (ies).

The Committee shall request from the grievant and the accused party (ies) a list of proposed witnesses including the information that each spectator will provide along with the relevance of each witness' testimony to the facts of the grievance.

The Grievance Committee shall rally with the grievant and charged party (ies) to (1) recognize and request documents it deems necessary and relevant to the grievance, (2) determine which witnesses will be called, (3) classify additional witnesses whose testimony should be taken, (4) identify the questions to be raised to the witnesses, and (5) place the date(s) and time(s) for the grievance meeting(s). It will be the responsibility of the grievant and the accused party (ies) to create their own witnesses, if they are called by the Grievance Committee.

The chair of the Grievance Committee shall give notice the grievant, all accused parties, and all called witnesses as to the time(s), date(s), and location(s) of the grievance meetings.

B. The Grievance Hearing

The chair of the Grievance Committee shall direct at the grievance hearing and shall provide rulings relative to procedural issues that are in dispute during the inquiry.

The Grievance hearing shall be top secret, and only those directly involved shall be included in the grievance hearing.

The recommended meeting process is as follows:

1. Opening report by the grievant
2. Opening proclamation by each accused party
3. Presentation of pertinent documents by grievant
4. Presentation of relevant documents by each accused party
5. Questioning of witnesses - Witnesses shall be called in an array determined by the Chair of the Grievance Committee, and questioning shall be conducted exclusively by the members of the Grievance Committee. (The Grievance Committee shall allow each party to put forward, in writing, questions which the party would like to have asked of a witness; nevertheless, the Grievance Committee will not be required to ask those precise questions.)
6. Closing statement by each accused party
7. Closing declaration by the grievant.

The Grievance Committee's assigned secretary shall uphold the verbatim documentation of the hearing for the convenience and utilize of the Committee. The assigned secretary will retain the confidentiality of the hearing materials so as to defend all party (ies) involved.

c. The Grievance Committee Report

Within 3 calendar days after the investigation is concluded, the Grievance Committee shall submit to the VC a written details summarizing (1) the relevant facts that has been presented and heard, (2) the conclusions and recommendations it has reached based only on the evidence provided and presented by all parties, and (3) the validation for its conclusions and recommendations. This report shall be sent to the provost, with copies to the grievant, the accused parties, and the members of the Grievance Committee.