



Office of the
PRINCIPAL

Gujranwala Medical College / Allied Teaching Hospitals, Gujranwala
(Constituent College of University of Health Sciences)
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POLICY FOR FAIR AND FORMAL STUDENT GRIEVANCE PROCEDURES

Purpose: This policy outlines a fair and formal process to address student grievances and concerns that may affect the status or standing of students at Gujranwala Medical College. The aim is to ensure a transparent and just procedure for addressing issues that impact students' positions or rights within the institution. Policy is approved in 122th academic council meeting held on 22nd March 2025.

- 1. Definition of Grievances:** a. A grievance is defined as any formal complaint, concern, or dispute brought forward by a student regarding an action or decision that affects their status within Gujranwala Medical College.
- 2. Scope of Grievances:** a. Grievances may include, but are not limited to, academic matters, disciplinary actions, discrimination, status changes, or other issues affecting the student's rights within the institution.
- 3. Grievance Resolution:** Students are encouraged to resolve grievances informally by discussing concerns with the relevant faculty, staff, or administration in the first instance.
- 4. Formal Grievance Procedure:**
 - a. If the grievance remains unresolved informally, a formal procedure will be followed.
 - b. The student must submit a written grievance to a designated office or committee responsible for handling grievances.
 - c. The written grievance should include details such as the nature of the complaint, any relevant supporting documentation, and the desired resolution.

5. Review and Investigation:

- a. Upon receipt of the formal grievance, an impartial committee or designated authority will conduct an investigation into the matter.
- b. The committee will review all available evidence and may request additional information from both the student and the involved parties.

6. Hearing or Mediation:

If necessary, a hearing or mediation session may be arranged to allow the student to present their case and allow for a resolution discussion before disciplinary committee, if needed.

7. Decision and Resolution:

- a. Following the investigation and any hearing, the committee responsible for grievances will provide a written decision detailing the resolution and the reasons for their decision.
- b. If the grievance is found to be substantiated, the committee will outline the steps for rectification or further actions to be taken.

8. Appeals Process:

- a. Students dissatisfied with the decision or resolution may have the right to appeal, following a predefined appeals process.
- b. Appeals will be considered by a separate appellate body or higher authority, ensuring an independent review of the grievance resolution.

9. Confidentiality and Record-Keeping:

All information and proceedings related to the grievance will be kept confidential, with records maintained for the purposes of accountability and future reference.

10. Timely Resolutions:

Efforts will be made to resolve grievances in a timely manner, and students will be updated on the progress of their grievance at each stage.

This policy ensures that students have a fair, formal, and transparent process to address grievances that may impact their status within Gujranwala Medical College. It aims to resolve issues in a just and timely manner while upholding the rights and welfare of the students.



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