

# **Grievance Redressal** **Policy**

**Sheikh Zayed Medical College**

**Rahim Yar Khan**



# OFFICE OF THE PRINCIPAL / HEAD OF INSTITUTIONS



SHEIKH ZAYED MEDICAL COLLEGE, RAHIM YAR KHAN, PUNJAB, PAKISTAN  
SHEIKH ZAYED COLLEGE OF DENTISTRY, RAHIM YAR KHAN, PAKISTAN, PUNJAB, PAKISTAN  
Affiliated with The University of Health Science, Lahore, recognized by Pakistan Vaid Medical  
and Dental Council and Registered with Pakistan Nursing and Midwifery Council and PNCF,  
PM&DC Building, 62-A/D-II,  
Rahim Yar Khan-Pakistan. [www.szmc.edu.pk](http://www.szmc.edu.pk)

Ref. No. 3821-6 /ADMIN/SZMC

Dated: 22/05/2026

## OFFICE ORDER

### Institutional Grievance Redressal Policy

It is hereby notified for the information and strict compliance of all concerned that Sheikh Zayed Medical College, Rahim Yar Khan, has established a comprehensive Grievance Redressal Policy to ensure a fair, transparent, and efficient mechanism for addressing concerns of students, faculty, and staff in accordance with institutional and regulatory standards.

#### 1. Preamble

Sheikh Zayed Medical College is committed to fostering a just, equitable, and respectful working and learning environment. This policy provides a structured framework for the redress of grievances in line with the principles of fairness, confidentiality, and accountability, consistent with institutional guidelines.

#### 2. Objectives

- To provide a formal mechanism for grievance resolution.
- To ensure timely and unbiased handling of complaints.
- To promote transparency and institutional accountability.
- To safeguard the rights and dignity of all stakeholders.

#### 3. Scope

This policy applies to:

- All students (undergraduate and postgraduate)
- All faculty members
- Administrative and support staff
- Issues arising within the college, hospital, hostels, or affiliated facilities

#### 4. Definition of Grievance

A grievance refers to any complaint, concern, or dissatisfaction regarding:

- Academic matters (attendance, assessment, results)
- Workplace issues (harassment, discrimination, workload, misconduct)
- Administrative decisions or delays
- Interpersonal conflicts within the institution

#### 5. Principles of Grievance Redressal

All grievances shall be handled based on:

- **Confidentiality:** Protection of complainant identity
- **Impartiality:** Fair and unbiased inquiry
- **Timeliness:** Prompt resolution within defined timelines
- **Transparency:** Proper documentation and communication

## 6. Grievance Redressal Mechanism

### **Step (i): Initial Complaint**

The aggrieved individual shall submit a written application to the relevant Head of Department (HOD)

### **Step (ii): Escalation**

If the issue is not resolved, the complaint shall be forwarded to the Principal, Sheikh Zayed Medical College/Hospital, Rahim Yar Khan

**Step (iii):** The Principal, Sheikh Zayed Medical College/Hospital, Rahim Yar Khan may forward case to Institutional Disciplinary Committee if required.

### **Step (iv): Committee Review**

The institutional disciplinary committee shall review the complaint, conduct inquiry if required, and provide recommendations

### **Step (v): Final Decision**

The final decision shall be communicated to the Principal, Sheikh Zayed Medical College, Rahim Yar Khan. In case the issue is not resolved the Principal may forward to the Vice Chancellor, UHS, Lahore or the Secretary Specialized Healthcare & Medical Education.

## 07. Protection Against Retaliation

No complainant shall face retaliation, victimization, or discrimination for lodging a grievance in good faith.

## 08. Disciplinary Action

If a grievance is substantiated, appropriate action may include:

- Warning or reprimand
- Administrative correction
- Disciplinary proceedings as per institutional rules

## 09. Appeal Mechanism

Any aggrieved party may file an appeal to the Principal within 15 days of the decision. The decision of the Principal shall be final.

## 10. Compliance

All students, faculty, and staff are directed to utilize this mechanism responsibly. Non-compliance or misuse of this policy shall be dealt with strictly.

This notification comes into force with immediate effect.

  
(Prof. Dr. Muhammad Saleem)  
Principal

Sheikh Zayed Medical College/Hospital  
Rahim Yar Khan

