

Student Grievance Policy & Procedure

1. Scope

This policy applies to all Students and Staff of Fatima Jinnah Dental College who are involved in the grievance process.

2. Policy

The institute aims to promote and maintain an open and supportive learning environment within which students can optimize their personal, academic and professional development. The aim of the Student Grievance Policy and its associated guidelines is to provide processes that enable student concerns to be addressed quickly, without fear of reprisal pertaining to the source of the concern as practicable.

FJDC is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants.

2.1 Grievances Management Principles

- Set in place a grievance handling system that is client focused and helps FJDC to prevent grievances from recurring
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimized

- A grievance can be defined as a person's expression of dissatisfaction with any aspect of FJDC's services and activities, including both academic and non-academic matters, such as:
 - the enrolment, induction/orientation process
 - the quality of education provided
 - academic issues, including student progress, assessment, curriculum and awards in a course of study
 - handling of personal information and access to personal records
 - The way someone has been treated.

2.2 Policy Coverage

In relation to non-academic grievances, the term "complainant" applies to both current students of FJDC and mode of study and persons seeking to enroll with FJDC. These grievance procedures will be made available to complainants regardless of the location of the campus at which the grievance has arisen, the mode in which they study or their place of residence. At any time complaints can be discussed with the person/s involved.

The policy will apply to management of grievances arising between parties include:

1. student: student
2. student: staff member

2.3 Before an issue becomes a formal grievance

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. The student can first discuss his/her concern with the Student Support Counselors who can direct and give the student advice.

If the concern is still has not been resolved, the student can file a complaint.

2.4 Lodging a Complaint

If a student cannot resolve the issue informally and they wish to lodge a formal complaint, they should:

1. Fill out the Complaint form.
2. Provide their name, contact details (must not be anonymous) and details of the complaint in writing to the Student Counselor. They should also detail the steps that have been taken so far.
3. Make the complaint themselves, as complaints on behalf of someone else will not be accepted.
4. Understand that it is a serious procedure and it will be investigated.
5. Understand that it is a formal complaint as opposed to comments, feedback or suggestion.
6. Be aware that the staff member concerned will be informed that a complaint has been made against them or in relation to a decision they have made.



3. Procedure

This procedure can be utilized by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non academic nature cover all other matters including grievances in relation to personal information that FJDC holds in relation to an individual.

During all stages of this procedure FJDC will take all steps to ensure that:

- the complainant and any respondent will not be victimized or discriminated against
- the complainant has an opportunity to formally present their case and each party to a grievance may be accompanied and assisted by a support person at any relevant meetings
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent
- where the internal or external grievance handling or appeal process results in a decision that supports the complainant, FJDC will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome

3. Formal grievance

The student should complete the grievance/complaints form and attach all supporting documents.

The form is available in the office if required.

Formal grievances must be submitted in writing marked to the attention of the Principal as follows:

The Principal, or their nominee, will then endeavor to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, Academic and Non-academic Grievances including the reasons for the decision, to within seven ten working days.

3.1 Record keeping & confidentiality

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the grievance appropriate access to these records, upon written request to the Principal. All records relating to grievances will be treated as confidential and will be kept by the institute.