



Grievances Policy



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1. Introduction

1.1. Grievances are concerns, problems or complaints (based on wrong or hardship suffered; real or perceived) that any of the stakeholders may raise with National University of Modern Languages during the course of his/her association with the university.

1.1.1. The aim of the grievance procedure is to enable fair and quick resolution of any problem or grievance the aggrieved may have. Management wishes to ensure that all grievances are resolved without undue delay and at the earliest possible stage of the procedure.

1.1.2. The object of this grievance policy is to enable all the stakeholders who consider that they have a grievance or complaint arising from their employment/ any other matter to have it dealt-with at the appropriate level within as short a time as possible. Rights, roles, and responsibilities of the aggrieved and the defendant are mentioned in “**Annexure A**”.

1.1.3. The expectation from the stakeholders is to make efforts to resolve grievances initially with the person/people concerned. The grievance procedure will be used when these efforts are ineffective.

2. Areas of Grievances

2.1. These grievances may include but not limited to terms and conditions of employment, work relations, mistreatment or exploitation, working practices, working environment, organizational change, health and safety and discrimination.

2.2. This policy deals with all kinds of grievances if not covered in present policies [e.g. NUML Statutes, Esta code, examination rule, admission policy, harassment policy etc]

3. Scope

The policy applies to all stakeholders including NUML current and former faculty and staff, students and alumni, partner and associated institutions, job applicants and admission seekers, parents & guardians, as well as other stakeholders and community at large.

4. Principles

4.1. When the matter is very serious, or in other exceptional circumstances where there are good reasons for not raising the matter informally, the aggrieved may proceed straight to the formal stage of the procedure.

4.2. NUML aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary. Whereas,

4.2.1. Grievances must be fully described by the aggrieved.

4.2.2. The defendant should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.

4.2.3. Proceedings should be conducted timely, honestly, fairly and without bias.



4.3. The aggrieved will not suffer any disadvantage, victimization, or discrimination as a result of raising a grievance, with minimum stress and maximum protection for all concerned.

5. Process for Grievance(s) Resolution

Following process will be followed by NUML students, staff, and faculty members in case of any grievance(s):

5.1. Step - I (Direct Approach - Optional)

The aggrieved attempts to resolve the grievance as close to the source as possible. This level is quite informal and verbal. The aggrieved may approach to the defendant directly or through a colleague etc. to ascertain that no misunderstanding has taken place.

5.2. Step - II (Through Immediate Head)

If the matter is not resolved, the aggrieved notifies the immediate departmental head (in writing or otherwise) about the substance of the grievance. This level will usually be formal and the aggrieved may submit his/her grievance to the immediate head. If the immediate head himself/herself is the defendant, the aggrieved may submit his / her grievance directly to the defendant's immediate head to resolve the matter. This level should not exceed two week. For written grievance (if required), form "Annexure B" may be used.

5.3. Step - III (Through Deans/ Directors)

If the matter is not resolved, the head of the aggrieved must refer the matter to the Director/ Manager/ Head of Department. A grievance taken to this level must be in writing from the aggrieved on form given at "Annexure B" (formal). The Head/ Boss will forward the grievance to the Dean/ Director with any additional information thought to be relevant. The Dean/ Director will provide a written response to the both parties i.e. the aggrieved and the defendant. This level should not exceed two week following the next scheduled meeting.

5.4. Step - IV (Through Grievances Committee)

If the matter is not resolved, the Head of the aggrieved must refer the matter to the NUML Grievances Committee.

5.4.1. **Composition of Grievances Committee:** Following are the members of NUML grievances committee:

- | | |
|--------------|--------------------------------|
| i. President | Dean of any faculty |
| ii. Members | 1 x Director (QEC/ ORIC/other) |
| | 1 x Head of deptt (any) |
| | 1 x Faculty member (any) |

5.4.2. One of the committee member has to be a female.

5.4.3. Representative of the department will not be the member (of this committee) from which complain is received; to ensure fairness and unbiased decision making. The process will further be at disposal of this committee.



5.4.4. The aggrieved will also give written feedback on the decision of the committee and it will be kept as a part of record.

5.5. Step - V (Appeal)

If the aggrieved is dissatisfied with the decision he/she may appeal in writing to the Rector NUML within two weeks of being informed of the decision. Rector NUML will appoint someone to hear the appeal who has had no involvement in the earlier stages of the grievance and is at a more senior level of management, preferably Director General. The person dealing with the appeal will undertake any further investigations he/she thinks necessary and will arrange a meeting with the aggrieved to discuss the appeal. The aggrieved will be informed of the outcome of the appeal in writing. The decision so reached will be final and there is no further right of appeal.

6. Grievances Raised by Stakeholders Other than Employees

All stakeholders other than faculty members and staff may submit grievances online through NUML website. Administration Branch will be responsible to present cases (if any) to the grievance committee on quarterly basis. Grievances submitted by stakeholders will be reviewed by grievance committee on a quarterly basis. Whereas, in case of critical grievances that needs immediate action, Administration Branch may present cases to grievance committee at any time.

7. Collective Grievances

If some grievance is raised by more than one aggrieved, same grievance process will be followed.

8. Vexatious or Malicious Grievances

If the aggrieved proves to be vexatious or malicious during or after investigation process, grievance committee may recommend the case to Rector NUML to take disciplinary action depending upon severity of the grievance.

Note: NUML Grievances Policy has been prepared by **Dr. Gulfam Khan Khalid**, Director BICON under supervision of **Prof. Dr. Karamat Ali**, Director ORIC.

(This policy is issued with the approval of the competent authority)

Date: 18 September 2018

Brig. (R) Amin Ullah Khan, SI(M)
Registrar



Annexure A

Rights, Roles & Responsibilities of Aggrieved & Defendant:

- i. This policy is not for harassment and bullying cases.
- ii. Representative/ committee member of the same department from which complain is received; may not be invited for hearing the case. The member of the same designation from the other department is invited in the grievances committee meeting for hearing the case.
- iii. The decision-maker must be impartial, fair, just, and all relevant submissions and evidence must be considered. Irrelevant matters must not be taken into account
- iv. No undue delay in investigations and proceedings by the authorities
- v. All participants involved in the grievance are required to maintain confidentiality, including the aggrieved who lodges the complaint. If any party involved in the process breaches confidentiality; they may be disciplined.
- vi. For format of online grievance form, see '**Annexure B**'

