

## **ToRs of Addressing Grievances**

**Government College Women University Faisalabad**



### **TORs for addressing Grievances.**

The Convener Grievance Committee, Director Student Affairs (DSA), Deans and Chairpersons / incharges deal with grievances of faculty members and students. The faculty members and students also have direct access to the Vice Chancellor in person and through email. The Grievance committee for students and staff is available for ventilation of grievances within the jurisdiction of rules and regulations. For the very purpose Grievance Committee has placed a complaint box in front of the office of DSA.

### **TORs of Grievance Committee**

The aim of this grievances committee procedure is to enable any member of staff or ex-employee to have his / her grievance heard and to seek redress as appropriate. The intention is that grievances should be settled quickly and fairly and should be first dealt with as close to the source as possible. The procedure applies to all employees and students at the University.

A grievance is a complaint by an employee or student about any aspect of his / her employment study e.g. the nature or range of duties, individual pay and conditions of service, relationships with supervisors.

1. Before opening of complaint box, follow up of previous complaints has to be ensured by the Grievance Committee.
2. All complaints / suggestions / requests are recorded by the secretary to Vice Chancellor in the University complaints register.
3. The Committee shall keep minutes of the meetings with the signatures of all members of the Grievance Committee.
4. If any complaint is against a member of the Grievance Committee, then that member cannot be engaged in the process of solution of that complaint.
5. Follow up of all complaints / suggestions / requests is ensured by the Grievance Committee.
6. Grievance Committee members should proceed with all complaints in transparent and unbiased manner and should resolve the cases on merit.

Grievance Committee members should pay attention to the security and safety of complaints.

8. Grievance Committee members will maintain record of all cases safely to avoid any breach of confidentiality.

9. When the case is finished it will be submitted to Competent Authority (CA) for approval.

### Stages of the Grievance Procedure

1. The students and employee should personally present the grievance, either orally or in writing, to his / her immediate boss or DSA. The concerned should give a reply as soon as possible, within a calendar week, even if it is only an interim reply.
2. If the employee is not satisfied with the reply and the reply is not from or on behalf of the chairperson, the employee should refer the complaint to the Grievance Committee. The Grievance Committee should normally meet the employee to hear the grievance and reply as soon as possible, within two calendar weeks, even if it is only an interim reply.