




OFFICE OF THE REGISTRAR
Fatima Jinnah Medical University
Lahore

No. 8503-510/F.J. Dated: 18 /10/2022

NOTIFICATION

Consequent upon the recommendations of the Director, Quality Enhancement Cell (QEC), Fatima Jinnah Medical University (FJMU), Lahore. The attached "**Grievance Policy**" is hereby approved and notified for faculty, staff and students of the FJMU.

This issues with approval of the Competent Authority.


Registrar
Fatima Jinnah Medical University
Lahore

No. & Date Even.

A Copy is forwarded for information & necessary action to:-

1. All Professors/ HODs, FJMU, Lahore
2. The Dean Undergraduates, FJMU, Lahore
3. The Director QEC, FJMU, Lahore
4. The Director DME, FJMU, Lahore
5. All the faculty members, FJMU, Lahore
6. Deputy Registrar (Admin), FJMU, Lahore
7. Assistant Registrar, FJMU, Lahore
8. PA to the Vice Chancellor, FJMU, Lahore
9. Office Copy

GRIEVANCE POLICY OF FATIMA JINNAH MEDICAL UNIVERSITY **(FJMU), LAHORE**

INTRODUCTION

A grievance is a cause complaint arising from a perceived or actual problem caused by a decision of the University or one of its stakeholders. In accordance with the Affirmative Action and Equal Opportunity Complaint Procedure at Fatima Jinnah Medical University, all complainants will be treated equally and without regard to their race, color, religion, creed, sex, age, marital status, or national origin.

PURPOSE

The grievance procedure is designed to support the University's commitment to promote and maintain an atmosphere in which people are treated with respect and consideration. The procedure is designed to resolve problems. Complaints should be resolved amicably to maintain and, if necessary, restore good relations with all parties. All parties should work together constructively to find solutions, and individuals and groups are required to abide by the formal structure.

SALIENT FEATURES

1. When deemed necessary, Fatima Jinnah Medical University will strive to resolve individual and group disputes quickly and fairly.
2. Employees who file a complaint are urged to discuss the problem with their HODs in an effort to find a solution.
3. Any complaint that is raised must be given due consideration by reporting officers.
4. In order to ensure that activities run smoothly, senior management will ensure and support the implementation of the actions.
5. An individual may write to the Vice Chancellor if they are unwilling to discuss the matter with their respective HODs.
6. The problem is carefully reviewed. Sometimes the complainant is contacted to present the issue.