



Rectangular Snip



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QUEENS MEDICAL COLLEGE

A Project of ILI Education & Health Solutions (Pvt) Limited

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Ref NO/QMC/01/ 2025

Date:21/01/2025

Grievance Policy for Students and Staff of Queens Medical College

Purpose

This policy aims to establish a structured, fair, and transparent mechanism to address and resolve grievances raised by students and staff of the medical college. It ensures that all individuals feel respected, supported, and heard, contributing to a professional and harmonious academic and workplace environment.

Scope

This policy applies to:

Students: Academic concerns, administrative issues, discrimination, or other challenges related to the college environment.

Staff: Employment-related issues, workplace disputes, unfair treatment, or professional disagreements.

Definition of Grievance

A grievance is a formal complaint raised by an individual or group regarding any action, decision, or policy that They perceive to be unjust, unfair, or detrimental.

Objectives

- To provide a clear procedure for filing and resolving grievances.
- To ensure impartiality and confidentiality in addressing grievances.
- To promote a supportive and conflict-free academic and work environment.

Grievance Committee

The Grievance Committee is responsible for addressing grievances in a fair and impartial manner.

Composition

Chairperson: Senior faculty member or administrator (e.g., Dean or Principal).

Members:

Faculty representative.

Administrative staff representative.

Student representative (for student grievances only).

HR representative (for staff grievances).

Legal advisor (if required).

Secretary: A staff member for documentation.

If the complainant is dissatisfied with the decision, they may appeal within 5 working days of receiving the decision. Appeals are reviewed by the Principal or the Board of Governors.

Confidentiality

All proceedings and records are confidential. Members of the Committee must sign a confidentiality agreement.

Monitoring and Evaluation

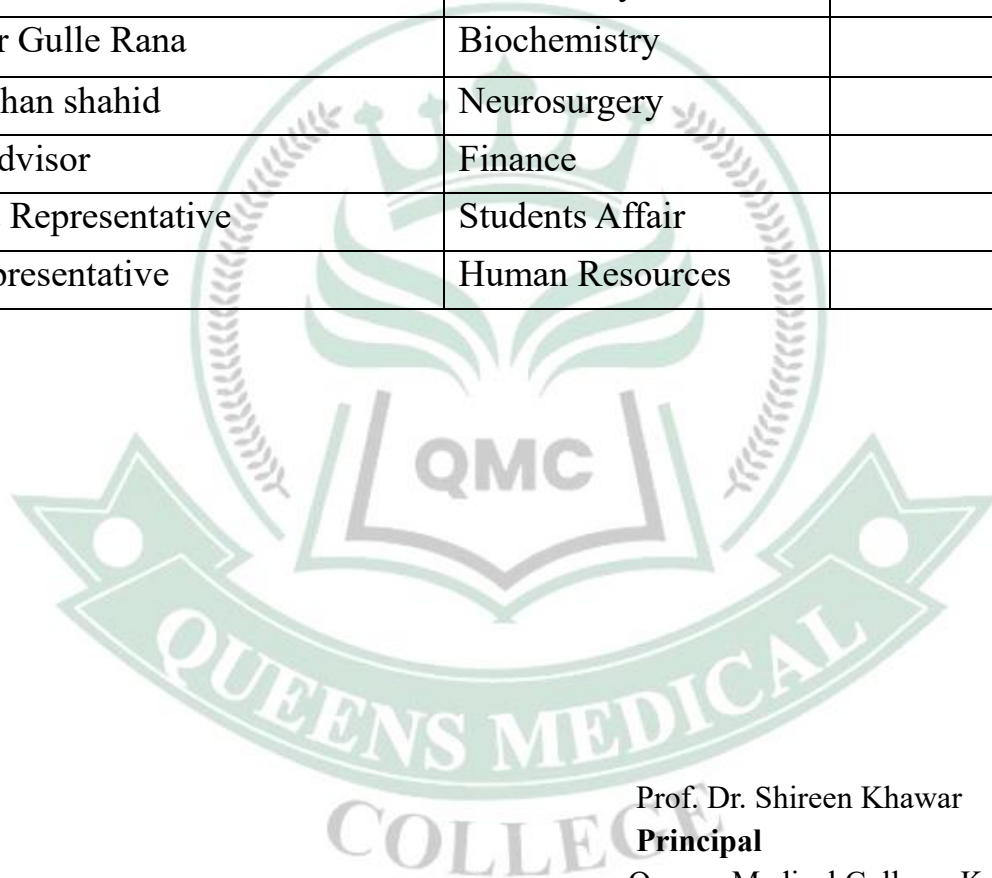
The Committee submits quarterly reports on grievances and resolutions to the principal.

Annual policy reviews ensure alignment with institutional goals and regulatory requirements (e.g., PMDC guidelines).

This policy will be made available to all students and staff through the college website, orientation sessions, and departmental handbooks.

Members:

Sr. No.	Name of Members	Department	Signature
1	Prof. Dr. Muniza Quyyam	Pharmacology	
2	Prof. Dr. Maroof Aziz	ENT	
3	Prof. Dr. Nabeel Ahmad	Surgery	
4	Prof. Dr. Kokab Zia	Gynae & OBS	
5	Prof. Dr. Farooq Aziz	Pathology	
6	Prof. Dr. Saadia Shahzad	Community Medicine	
7	Prof. Dr. Gulle Rana	Biochemistry	
8	Dr. Subhan shahid	Neurosurgery	
9	Legal advisor	Finance	
10	Student Representative	Students Affair	
11	HR Representative	Human Resources	



Prof. Dr. Shireen Khawar
Principal
Queens Medical College, Kasur