



**DEPARTMENT OF MEDICAL EDUCATION
COLLEGE OF MEDICINE & DENTISTRY AT THE HILLS
ABBOTTABAD**

Grievance Redressal Committee

Policy

2025-26

Year

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Department of Medical Education				
Grievance Redressal Committee				
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ENDORSED BY:				

1.0 Preamble

In line with its commitment to justice, fairness, and student welfare, the College of Medicine and Dentistry at the Hills (CMDH) hereby formalizes the constitution and operational guidelines for the Grievance Redressal Committee (GRC). This committee serves as the central, impartial body to investigate and recommend action on a wide range of student grievances, from academic assessments to administrative and interpersonal issues.

2.0 Aim and Objectives

The primary aim of the GRC is to provide a fair, transparent, and formal institutional mechanism for resolving student grievances, thereby upholding the integrity of all institutional processes and fostering a trusting and supportive academic environment.

Key Objectives:

- To investigate formal student grievances thoroughly and impartially.
- To ensure procedural fairness in academic, administrative, and disciplinary matters.
- To provide a documented and reasoned resolution or recommendation for each grievance.
- To act as the official college body for endorsing and forwarding appeals related to external (KMU) examinations.
- To make recommendations to the relevant departments for systemic improvements.

3.0 Scope of Grievances

The GRC is authorized to address grievances falling under, but not limited to, the following categories:

- **A. Academic & Assessment Grievances:** Disputes related to internal (formative) assessments, marking, course conduct, and fulfillment of academic requirements.
- **B. External Examination Appeals:** Requests for the formal forwarding of appeals to Khyber Medical University (KMU) regarding annual/professional examinations.
- **C. Administrative Grievances:** Issues pertaining to admissions, registration, fees, and other administrative services.
- **D. Interpersonal & Environmental Grievances:** Concerns regarding student-student or student-faculty/staff interactions, access to facilities, and the overall learning environment.

4.0 Committee Composition

- **Chairperson: Principal**

- **Members:**
 - **Prof. Dr. Zakir Ullah** – Department of ENT
 - **Prof. Dr. Zahida Parveen** – Department of Obstetrics & Gynecology
- **Secretary (Non-Voting Member):** A nominated senior staff member from the Examination Cell.
- **Co-opted Members:** The committee may co-opt relevant Department Heads or subject experts for specific grievances.

Tenure: The committee members shall serve for a term of two (02) years.

5.0 Standard Operating Procedures (SOPs)

SOP 1: Initiation and Receipt of Grievance

1. A student must submit a formal, written grievance using the official "**GRC Grievance Form**" to the Committee Secretary.
2. The Secretary shall acknowledge receipt within **2 working days** and classify the grievance (Academic, External Appeal, Administrative, etc.).

SOP 2: Deliberations for Internal Grievances (Categories A, C, D)

1. The Chairperson shall convene a meeting within **5 working days** of receipt.
2. The committee will investigate, which may include reviewing documents and conducting hearings with involved parties.
3. The GRC will make a **final and binding decision** for internal grievances. A "GRC Decision Report" will be issued to all parties.

SOP 3: Procedure for External (KMU) Examination Appeals (Category B)

1. **Review for Completeness:** Upon receipt of a grievance regarding KMU annual exams, the GRC will verify that the student's application is complete, adheres to KMU's stipulated grounds for appeal (e.g., re-totaling, re-checking), and is accompanied by the required fee.
2. **Endorsement Meeting:** The GRC will convene to formally endorse the application. The committee confirms that the appeal is valid and submitted through the correct college channel.
3. **Forwarding to KMU:** The GRC, through the Chairperson (Controller of Examinations), will formally forward the endorsed appeal to the Controller of Examinations at KMU within the university's deadline. The college will maintain a certified copy of the submitted documents.

4. **Limitation of Authority:** The GRC's role is limited to the **endorsement and forwarding** of the appeal. The entire re-checking/re-assessment process and the final outcome are the sole responsibility of KMU. The decision communicated by KMU is final.

SOP 4: Documentation and Record Keeping

1. Confidential records of all grievance proceedings shall be maintained for **five (05) years**.
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This committee operates under the authority of the Principal, CMDH.

Approved By:

Principal, CMDH