



Employee Grievances Policy

Purpose

Iqra University (IU) is dedicated to creating a fair, safe, and productive workplace in which grievances are handled sympathetically and swiftly.

The IU Grievance Policy is intended to aid in the resolution of workplace issues and/or problems when they arise. We recognise that workplace obstacles may emerge from time to time, and we have discovered that the best approach to preserve job satisfaction and excellent working relationships is to follow a method for dealing with problems and grievances¹.

Scope

This policy pertains to all personnel and is concerned with difficulties or occurrences that happened at work or in a work-related scenario. It does not apply to people who are not associated and/or working with the University anymore.

The policy does not apply to issues that have been collectively agreed upon with the University's senior management and council members.

Permanent Employee refers to hired individuals holding stable positions within the organization, with entitled benefits and job security.

Contractual Employee refers to being engaged for specific periods or projects, with limited employment duration.

Visiting Employees refer to temporarily engaged to provide expertise or services.

Introduction

IU's management is devoted to constant development in all areas of activity, including faculty, staff and student satisfaction and the creation of a pleasant working environment at the University.

¹ is a concern, problem or complaint related to your work or workplace that is causing you disadvantage, harm or upset

Legitimate problems, disagreements, or complaints can occur in the relationships between faculty members, employees, and individuals in positions of authority.

This policy outlines the process for addressing such grievances and disputes, including the reporting, investigating, and concluding procedures. Employees can use the procedure outlined below.

Policy Statement

This policy is underpinned by the following principles:

- The grievance procedure does not replace regular dialogue with your manager and coworkers. You should try to settle most concerns by speaking with your reporting authority early on.
- All personnel, part of the process will be treated appropriately and with decency & respect. Everyone has the right to be heard and to express their opinions.
- The goal is to settle issues as swiftly as possible while preserving working relationships, instead of penalizing people in the first place. Throughout the process, one would be urged to find a solution without escalation to the official phases.
- The process will be maintained as private and confidential as possible, and information regarding a case will be shared only with individuals who are directly engaged or impacted. This implies you must not discuss the processes with anybody else at the workplace except those assigned to handle one's grievance and one's designated companion or confidante.
- The individuals appointed to investigate or evaluate grievances will have the necessary background or training to adequately assess issues, particularly where interpersonal conflicts or possible discrimination or harassment are involved.
- If the complaint pertains to another University policy, one must pursue the entire procedure prescribed in that particular policy, including the appeal. This implies that one won't be able file a complaint if there is an appeals mechanism available, for instance, anti-discriminatory policy.

Protection Against Adverse Action

The University is obligated to ensure that a complainant will not suffer any negative consequences or be victimized in any other way because they provided information or aid during an investigation in accordance with the policy. A person is deemed to have been victimized if the individual has been (i) fired, (ii) suspended, (iii) denied promotion, (iv) demoted, (v) made redundant, (vi) harassed, (vii) intimidated, (viii) threatened with any of the things mentioned in to, and (ix) subjected to a discriminatory or other adverse measure by the employer or a coworker.

Any person can reach out to the Office of the Registrar, Director Human Resources and Director Finance for redressal if they believe they are being victimized or are likely to be victimized as a result of filing a complaint, disclosing information, or providing assistance in an investigation as required by the policy. The Competent Authority will then take the appropriate action and may provide the concerned Personnel or Organisation with the necessary instructions to prevent the victimization or avoid it.

Complaint Lodging Procedure

Complaints must be lodged formally, in writing, by the individual making the complaint. The complaint should include the complainant's full name, their role or position within Iqra University and contact details. The complaints can be submitted by any of the following secure and dedicated complaint methods as illustrated in **Policy for Lodging Complaints** that directly reach out to a member of the Disciplinary Committee responsible for the ethical compliance of the University.

Via email at:

complain.employee@iqra.edu.pk - (For Employees of Iqra University)

complain.students@iqra.edu.pk - (For Students of Iqra University)

Or via call at dedicated Helpline: 02138734088

Or through the form attached in **Annexure A**

Anonymous Complaints

Any complaint made by an individual must include their identity. Anonymous concerns may be given less weight, however the University may nonetheless take them into consideration.

The following considerations will be made when exercising this discretion:

- the seriousness of the concerns presented;
- the veracity of the issues; and
- the possibility that other reliable sources will confirm the claim.

Investigation Procedure

- All reported complaints are reviewed initially to ascertain the following:
 - The significance and urgency of the matter;
 - Whether sufficient information is presented to start a review; and
 - Allocation of the matter to the best suitable office appropriate to handle the concern given the nature and subject matter of the complaint.

- After the initial review, if investigation is warranted, a Disciplinary Committee is formulated as prescribed in Academic Policy to conduct and/or coordinate the investigation of the complaint.
- The investigation process follows the same procedure as mentioned in the Academic Policy.
- In case the member of the Disciplinary Committee determines that the matter does not concern the policy and/or information or evidence related to the complaint is insufficient, the case will be documented and closed until such time that further information surfaces that suggests otherwise. The complainant will be informed in the due course in such a case. However, if the complainant feels the judgment of the decision is incorrect or unfair processing of the case, they could raise their concern(s) in writing to the Vice Chancellor.

Disciplinary Committee

The IU Disciplinary Committee is responsible for all ethical compliance within the campus, along with complaints handling and disciplinary action related to; but not limited to disclosure, misconduct, harassment, bullying, and discrimination. The disciplinary committee(s) are formulated on a case by case basis as illustrated in the **Academic Policy**.

Confidentiality

All such complaints will be handled sensitively and confidentially by the University. The person's name shall be kept private, if at all feasible, and as long as doing so won't obstruct or jeopardize any investigations. The disclosure maker may be required to provide a statement as part of the evidence needed, either as part of the University's investigations or any subsequent external investigations (for instance, if the disclosure prompts criminal investigations). The investigation process may reveal the source of the information.

Wrongful Allegation

Any University employee who makes an unsubstantiated allegation while acting in the public interest requires a reasonable belief that the information disclosed demonstrates one of the potential concerns described in the Policy's Scope. If this is the case, no action will be taken against the employee.

If someone is found to have made malicious or vexatious accusations in a particular situation, disciplinary action may be taken against them in line with the relevant Disciplinary Procedure of University.

Record Keeping

Reports on all complaints and investigations will be maintained through the dedicated, secure mechanism of the Office of the Registrar for a duration of three years. All concerns expressed and responses to complaints will be documented.

Policy Review

This policy will be reviewed periodically to ensure its effectiveness and to make necessary updates as required.

Approval and Amendment

This policy is approved by Iqra University's governing body. Amendments to this policy can only be made with the approval of the governing body.

Document Control

This document is controlled by Iqra University's governing body. The latest version of the document will always be available from Iqra University's official website or upon request.

Version	1.1
Policy Approved Date	July 2022
Policy Review Date	July 2025
Associated Policies	Academic Policy (Page No. 26) Policy for Lodging Complaint



Annexure A

Employee Grievance Complaint Form

Name: _____ Job title: _____

Department: _____ Cell No. : _____ Email: _____

Postal Address: _____

- Please provide the information requested below. Limit your response to no more than 2 pages.
- Please set out the details of your complaint (providing as much fact-based detail as possible, particularly dates, times, locations and the identities of those involved).
- Identify the person(s) against whom the grievance is brought.
- Provide the names and contact details of any people involved in your complaint, including witnesses.
- Detail any attempt made to resolve your concerns informally and/or outline why you do not think informal resolution is possible or appropriate in this particular matter.
- Outline what outcome(s) you are reasonably seeking by submitting this formal grievance.

I confirm that the statements submitted by me are true to the best of my knowledge, information and belief.

Signature: _____

Date: _____