



AL-ALEEM MEDICAL COLLEGE

(A Company set up under Section 42 of the Companies Act 2017)

GULAB DEVI TEACHING HOSPITAL, FERAZEPUR ROAD LAHORE, PAKISTAN

Grievance policy

For Staff, Faculty, Trainees and Internees

Purpose and Scope

The purpose of the Al-Aleem Medical College (AAMC) Grievance Policy/Procedure is to assist in resolving workplace issues/problems as they develop. We recognize that workplace challenges may arise from time to time and have found that the best way of maintaining job satisfaction and good working relationship, is to follow a procedure for solving problems and grievances.

The procedure aims to provide all employees/faculty members/postgraduate and diploma trainees with a number of avenues to have their grievances heard and resolved.

Objectives

The objective/purpose of this document is to provide an avenue through which all employees/faculty members/postgraduate & diploma trainees, and their seniors, can resolve work-related complaints as they arise. Al-Aleem Medical College is committed to provide a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously.

What is a grievance?

A grievance is any event, condition, rule or practice, which you believe violates your civil rights, treats you unfairly, or causes you any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a co-worker. A grievance is any type of problem, concern or complaint related to work or the work environment. For example, one could have a grievance about:





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- Transfer or Promotion
- Staff Development or Training Availability
- Duty Rosters/Rotation or Hours of Work
- Wage or Salary Levels
- Leave Allocation
- The Work Environment
- Safety in the Workplace
- The Nature of Supervision
- Performance Appraisal
- Discrimination, Bullying or Harassment.

Responsibility

The following people have a responsibility in relation to this procedure:

- Principal/ Chief Executive Officer
- Director Human Resources
- Grievance Committee for staff, faculty and Trainees
- Deans of Faculties
- Head of Departments

Procedure

The following procedure sets out the way in which AAMC will handle a complaint. Please use it if you need to. Do not let people get away with harassment and unfair behavior.

1. Our Grievance Procedure is:

1.1 CONFIDENTIAL





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Only the people directly involved in the grievance, or in sorting it out, can have access to information about the grievance. Information goes on one's personnel file only if they are disciplined as part of sorting out the grievance.

1.2 IMPARTIAL

All sides get a chance to tell their side of the story. No-one makes any assumptions or takes any action until all relevant information has been collected and considered. All sides have access to support or representation if they want or need it.

1.3 FREE OF REPERCUSSIONS OR VICTIMIZATION

The Management of Al-Aleem Medical College takes necessary steps to make sure that people involved in a grievance are not victimized by anyone for coming forward with the grievance or for helping to sort it out. Any victimization will lead to disciplinary action. However, if the grievance procedure is used by anyone to lie about someone, the person too can be disciplined.

Of course, if it is decided that the management needs to take disciplinary action against someone for breaching any of our policies or standards, then the management will do so. However, it will be done fairly and consistently.

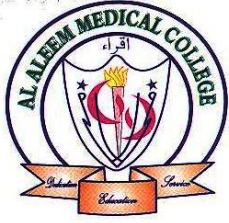
1.4 SENSITIVE

The people who help sort out grievances have been specially trained to treat all grievances sensitively. You won't be laughed at or treated badly for making a grievance, or for explaining your side of the story.

1.5 TIMELY

The Management aims to deal with all grievances as quickly as possible. There are time limits for the different stages. The aim is to sort out all grievances within four weeks if at all possible. Most grievances can be sorted out even faster than this.





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2. Lodging a Grievance

The Grievance Process is a formal and agreed practice that the AAMC employees and trainees may follow in order to resolve workplace problems. This is done by through a written application stating the incident in detail.

The Grievance Process is based on the principles of natural justice and aims to resolve problems that arise as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority, as necessary.

Stages in the process are set out as following.

Step 1

Raise the grievance with your Manager/ Supervisor/HOD explaining that you wish to use the formal procedure. Your Manager/ Supervisor will forward your complaint to the Admin Officer to discuss the matter and listen to your concerns. If your grievance relates to your Manager/ Supervisor/HOD or is of a kind you feel unable to raise with your Manager/ Supervisor/ HOD, you should discuss the problem directly with Admin Officer. In many cases, the matter is expected to be resolved at this initial meeting.

Step 2

If the problem is not resolved by discussion under Step 1, you may request a meeting in writing with the Director/Manager Human Resources who will act as a Reviewer. The Reviewer will consider the information presented and you will be given an opportunity to discuss the issue. The Reviewer will come to a decision or make a recommendation to the Grievance Committee for staff, faculty and Trainees for further process. Such recommendation will be communicated to the complainant.

Step 3 – Final Step

4 of 7





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If you are not satisfied with the decision or recommendations made at Step 2 then you may proceed to Step 3 by notifying in writing process within 3 working days of receiving the decision or recommendation from Step 2 to the Grievance Committee for staff, faculty and Trainees who has not previously been involved in the process. Your request should set out details of the issue and provide any other relevant information, including the reason(s) you are dissatisfied with the previous outcome. The Committee will consider all the available information, as in Step 2, and meet with you to discuss the issue. The Committee will subsequently communicate its decision or recommendation. The decision of this Committee shall be termed as final and will be communicated without delay. However, any person aggrieved by the decision of the Committee may go for written appeal to the Principal/ Chief Executive Officer and decision of the Principal/ Chief Executive Officer shall be final and binding on all not to be challenged.

However, during the period when a grievance is being investigated, normal working practices must continue in all circumstances.

3. Some Possible Outcomes

3.1 Joint agreement

Many grievances will be able to be settled by joint agreement between the people involved in the grievance.

No records or notes will go on anyone's personnel file. The person who handled the grievance will write a confidential report. This report will be filed in a confidential grievance filing system within human resources. Only the Principal/





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Chief Executive Officer and Manager/Director Human Resources will have access to this, and only when necessary.

3.2 Not enough proof to be able to act

If there is not enough proof to work out who is telling the truth, no disciplinary action will be taken. Instead, it may be decided to:

- keep a closer watch on the people involved.
- consider wider staff training on the particular policy or standard involved.

No records or notes will go on anyone's personnel file. The person who handled the grievance will write a confidential report. This report will be filed in a confidential grievance filing system within human resources. Only the Principal Chief Executive Officer and Manager/Director Human Resources will have access to this, and only when necessary.

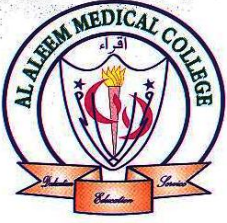
3.3 Disciplinary Action

If the forum sorting out the grievance decides that there has been a breach of one of the policies or standards of AAMC, the person or people who breached the standard or policy may face disciplinary action.

If your grievance consists of lies, you can be disciplined. If the person or people you complained about are found to have committed a breach of one of the policies or standards, they can be disciplined. The level of discipline will depend on the seriousness of the breach. Discipline could involve one or more of the following:

- a written apology





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- counselling
- an official warning
- loss of promotion rights or wage/salary increases for a specified period
- transfer or demotion
- dismissal.

A record of the grievance and the resulting disciplinary action will be placed on the personnel file of the person who is disciplined. The grievance handler forum will also send all its notes and a copy of the record of the grievance to Director Human Resources for filing.



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