

# STUDENTS GRIEVANCE POLICY



**RAHBAR COLLEGE  
OF DENTISTRY**

## 1. General Information

### 1.1 Composition

The composition of the Students Grievance Committee shall be as follows:

1.	Committee in-charge	Dr. Asad Raza
2.	Academic Representative	Dr. Muhammad Nasir Saleem
3.	Administrative Representative	Dr. Farhat
4.	Student Representative	SSR (B) Representative

**PRINCIPAL  
PROF. DR. MUHAMMAD NASIR SALEEM  
RAHBAR COLLEGE OF DENTISTRY**

No.102/RCoD/p109 Dated: 30 July 2024

To: Director Admin

# STUDENTS GRIEVANCE POLICY

## RCoD

At RCoD, we are committed to fostering a supportive and respectful environment. To ensure that student grievances are addressed fairly and effectively, we have established a comprehensive Student Grievance Policy.

### 1. Introduction

The Student Grievance Policy aims to provide a clear, transparent, and effective process for addressing and resolving grievances related to both academic and non-academic issues. Our goal is to maintain a positive educational environment where concerns are handled promptly and equitably.

### 2. Objectives

The primary objectives of this policy are to:

- Create a fair and impartial process for addressing student grievances, ensuring all issues are considered and resolved in a timely manner.
- Promote a culture of respect and accountability among students, faculty, and staff.
- Safeguard the rights and dignity of all individuals involved in the grievance process.
- Uphold the integrity and positive atmosphere of Dental College.

### 3. Grievance Committee

#### 3.1 Composition

The composition of the Student's Grievances Committee of RCoD is constituted as under

Sr. No	Description	Name	Designation
1.	Committee In-charge	Dr. Asad Mahmood	HOD & Assoc. Prof Oral Biology
2.	Academic Representative	Clinical Sciences: Dr. Muhammad Iftikhar Ahsen	HOD & Asst Prof. Periodontology
		Basic Sciences: Dr. Sadaf Munir	HOD & Asst Prof. General Pathology
3.	Administrative Representative	SSR (R) Amjad Raza	Deputy Dir Adm
4.	Student Representative (elected by the student body)	CR & GRs of all batches	

### **3.2 Responsibilities**

The Committee is responsible for:

- Receiving and reviewing student grievances.
- Investigating issues impartially and confidentially.
- Providing recommendations for resolution.
- Reporting on grievance trends and recommending policy improvements.

### **4. Types of Grievances**

Students may submit grievances regarding:

- Academic disputes (e.g., unfair grading, academic misconduct)
- Administrative issues (e.g., mismanagement, service delays)
- Disciplinary actions (e.g., unjust penalties)
- Financial concerns (e.g., fee disputes, scholarship issues)
- Personal matters (e.g., harassment, discrimination)
- Other issues affecting student welfare

### **5. Grievance Procedure**

#### **5.1 Initial Steps**

1. **Informal Resolution:** Students are encouraged to address concerns directly with the involved parties or through informal channels, such as meetings with the concerned faculty or administrative staff.
2. **Formal Complaint:** If the issue is not resolved informally, students should submit a written grievance to the relevant department head.

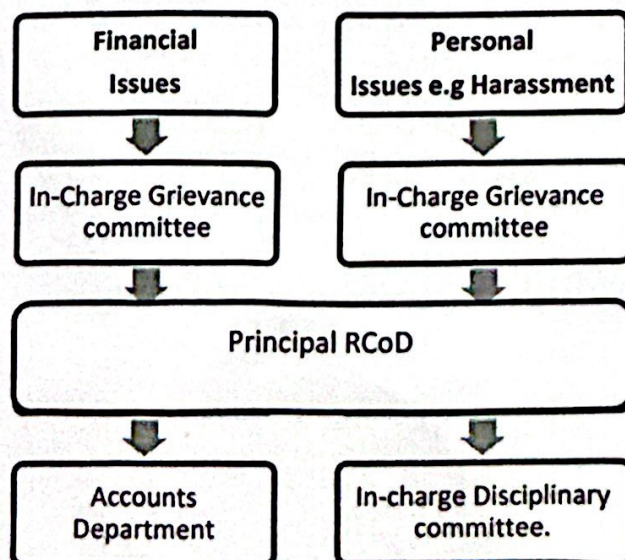
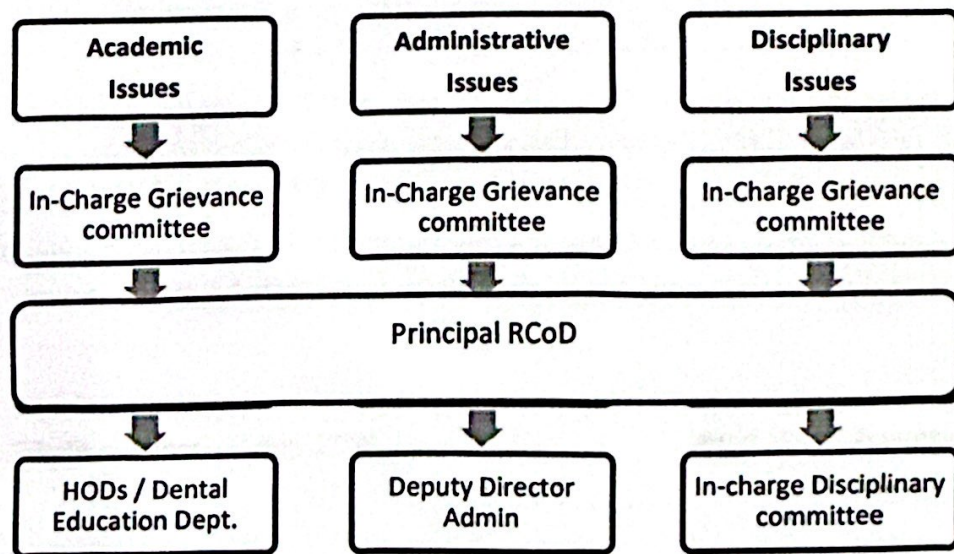
#### **5.2 Filing a Complaint**

1. **Submission:** Complaints should be submitted in writing to the In-charge of Student Grievance Committee via the concerned departments.
2. **Acknowledgment:** The Committee will acknowledge receipt of the complaint within three business days.
3. **Investigation:** The Committee will conduct an impartial investigation, including interviews and evidence review, and will aim to resolve the issue within 15 business days.

### 5.3 Resolution

1. **Recommendation:** The Committee will provide a resolution recommendation based on their findings.
2. **Implementation:** The resolution will be communicated to the student and relevant parties, with actions implemented as necessary.
3. **Appeal:** If the student is dissatisfied with the resolution, they may appeal to the Principal, whose decision will be final.

### 5.4 Resolution Structure:



#### **6. Confidentiality and Fairness**

The grievance process will be handled with strict confidentiality to protect the privacy of all involved parties. The Committee will ensure fairness by providing all parties an opportunity to present their case and respond to evidence.

#### **7. Review and Improvement**

The Student Grievance Policy will be reviewed annually to ensure its effectiveness and relevance. Feedback from students and stakeholders will be used to make necessary improvements.

No.102/RCoD/ dated July 2024

Principal  
RCoD  
(Prof. Dr. Muhammad Nasir Saleem)