



WOMEN UNIVERSITY

OF AZAD JAMMU & KASHMIR, BAGH. Website: www.wuajk.edu.pk

GRIEVANCE POLICY

1. Introduction

A Grievance Policy and Procedure are necessary to eliminate the possibility of any detrimental effects arising from unresolved grievances. Unresolved grievances may be damaging to the morale of employees.

This Grievance Policy aims to ensure that all communication channels are open and that all stakeholders have an adequate opportunity to express their grievances. It further aims to resolve grievances fairly by adopting a problem-solving approach and implementing any necessary corrective action.

2. Scope

This policy shall apply to all employees of Women University of Azad Jammu and Kashmir.

3. Policy Guidelines

Grievance's policy consists of three steps with the following time limits

Step I:

In many cases, disputes over the application or interpretation of policy can be resolved through communication within the department. The initial step in the grievance process is to discuss between the employee and the concerned Head of the Department. The employee should bring the matter to the attention of the immediate Head, explaining the nature of the problem.

If this procedure fails to resolve the grievance, the employee must proceed in writing within seven working days after receiving a response from the Head of the Department.

Step II:

The employee may file a grievance on a prescribed proforma to the Registrar's Office, who will:

- (a) Schedule a meeting with both parties. The discussion should be held promptly within seven working days of receipt of the employee's written proforma.
- (b) Hear both sides of the dispute and submit the meeting minutes to the Registrar for consideration and approval.
- (c) Copies of the decision will be provided to both the parties

Step III:

- (a) If the employee is unsatisfied with the decision of the Registrar, the employee can submit a written request to the Vice-chancellor.
- (b) Vice-chancellor shall forward the case to the grievance committee to resolve the matter. The grievance committee shall hear the grievance and submit a written recommendation to the Vice-chancellor for final approval within seven days.
- (c) The decision of the vice chancellor shall be final. A copy of the decision shall be forwarded to both parties.

4. Report on Violation

All WUAJ&K community members must report to the authorities concerned, without fear, any incident where known facts indicate a possibility of a policy violation.

5. Revision of Policy

Revisions to these policies will be made as and when necessary.