



GRIEVANCE POLICY

LIAQUAT INSTITUTE OF MEDICAL & HEALTH SCIENCES (LUMHS), THATTA

- Promote open communication to resolve issues informally.

4.2. Mediation:

- Offer mediation services facilitated by a neutral third party to assist in resolving conflicts.
- Mediation is voluntary and aims to find mutually agreeable solutions.

5. FILING A FORMAL GRIEVANCE:

5.1. Submission:

- Grievances must be submitted in writing to the designated Grievance Officer.
- Include a detailed description of the grievance, relevant facts, and any supporting documentation.

5.2. Grievance Officer:

- Appoint a Grievance Officer responsible for receiving, investigating, and resolving grievances.
- Ensure the Grievance Officer is impartial and has appropriate training.

5.3. Timely Filing:

- Grievances should be filed as soon as possible after the alleged incident, preferably within 30 days.

6. GRIEVANCE PROCEDURE:

6.1. Acknowledgment:



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- Upon receiving a formal grievance, the Grievance Officer will acknowledge receipt within seven days.

6.2. Investigation:

- The Grievance Officer will conduct a thorough and impartial investigation.
- Interviews may be conducted with relevant parties, and evidence will be gathered.

6.3. Resolution:

- The Grievance Officer will communicate the resolution in writing to the involved parties within 30 days of receiving the grievance.
- The resolution may include corrective actions, if necessary.

6.4. Appeal Process:

- If the involved parties are not satisfied with the resolution, they may appeal to the Grievance Appeals Committee.
- The Grievance Appeals Committee will conduct a review and provide a final decision.

7. GRIEVANCE APPEALS COMMITTEE:

7.1. Composition:

- The Grievance Appeals Committee will consist of impartial individuals not involved in the initial grievance process.
- Members may include faculty, staff, and external representatives.



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7.2. Appeal Submission:

- Appeals must be submitted in writing within 14 days of receiving the initial resolution.
- Include the grounds for the appeal and any additional relevant information.

7.3. Decision:

- The Grievance Appeals Committee will review the appeal and issue a final decision within 30 days.
- The decision of the Grievance Appeals Committee is final.

8. CONFIDENTIALITY:

LIMHS will make reasonable efforts to maintain the confidentiality of all parties involved in the grievance process, to the extent permitted by law.

9. NON-RETALIATION:

LIMHS prohibits retaliation against individuals who file grievances in good faith or participate in the grievance process.

10. POLICY REVIEW:

This Grievance Policy will be reviewed periodically to ensure its effectiveness and relevance.

11. CONTACT INFORMATION:

The contact information for the Grievance Officer and Grievance Appeals Committee members will be made readily available to the LIMHS community.



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This Grievance Policy is intended to create a transparent and fair process for addressing concerns within the LIMHS community. It reflects the institution's commitment to resolving grievances in a manner that upholds its values of respect, integrity, and inclusivity.

Principal
Liaquat Institute of Medical &
Health Sciences, LUMHS Thatta.