

FATIMA JINNAH INSTITUTE OF DENTAL SCIENCES LAHORE

No. 4073 /FJIDS, LHR
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STUDENT GRIEVANCE POLICY

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Fatima Jinnah Institute of Dental Sciences, Lahore

To: Admin Officer

Fatima Jinnah Institute of Dental Sciences (FJIDS), Lahore

Student Grievance Policy

1. Purpose

The purpose of this Student Grievance Policy is to provide a fair, transparent, and accessible process for students to raise concerns related to academic, administrative, or behavioral issues encountered during their time at Fatima Jinnah Institute of Dental Sciences (FJIDS), Lahore. The institution is committed to addressing grievances in a timely, respectful, and confidential manner.

2. Scope

This policy applies to all undergraduate students enrolled in the BDS program at FJIDS. Grievances may relate to academic matters, assessment, faculty conduct, administrative issues, classroom environment, or any aspect influencing the student's educational experience.

3. Types of Grievances

Grievances may include, but are not limited to:

- Academic concerns such as assessment procedures, grading issues, or course delivery.
- Misconduct or unprofessional behavior by faculty or staff.
- Improper administrative handling of student affairs.
- Harassment, discrimination, or violation of dignity.
- Non-provision of facilities essential for academic progress.

4. Principles

- Confidentiality: All grievances will be handled with discretion.
- Fairness: Each grievance will be assessed objectively.
- Timeliness: The Institute ensures prompt review and feedback.
- Non-retaliation: Students raising grievances will be protected from retaliatory action.

5. Grievance Redressal Committee (GRC)

The Grievance Redressal Committee shall consist of:

- Chairperson (Senior Faculty Member)
- One Faculty Representative
- One Administrative Officer
- Student Affairs Representative

The Committee will review grievances, conduct hearings where necessary, and recommend appropriate action.

6. Procedure for Filing a Grievance

Step 1: Informal Resolution

The student should first attempt to resolve the concern informally by discussing it with the concerned faculty member or department.

Step 2: Formal Written Complaint

If unresolved, the student may submit a written grievance to the Student Affairs Office using the prescribed grievance form.

Step 3: Review by GRC

The Grievance Redressal Committee will review the complaint, hold meetings if necessary, and provide a written decision within 10–15 working days.

Step 4: Appeal

If the student is dissatisfied with the outcome, they may appeal to the Dean within 7 working days of receiving the decision.

7. Confidentiality

All parties involved in the grievance process are expected to maintain confidentiality. Records will be securely stored by the Student Affairs Office.

8. Record Keeping

The Student Affairs Office will maintain records of all grievances and actions taken for institutional review and quality improvement purposes.

9. Implementation and Review

This policy shall be implemented by the Office of the Dean and reviewed annually to ensure relevance and effectiveness.

Note: While utmost care has been taken in formulation of these policies to ensure that they are in accordance with the policies of government of Punjab and SHC&ME department. In case of any disparity, the policies laid out by government of Punjab and SHC&ME department shall be considered as final and followed.

DENTAL SCIENCE

Fatima Jinnah Institute of Dental Sciences (FJIDS), Lahore
Student Grievance Submission Form

Please fill this form completely and submit it to the Student Affairs Office.

Student Name: _____

Father's / Guardian's Name: _____

Roll Number: _____

Year / Class: _____

Contact Number: _____

Email Address: _____

Date of Submission: _____

Nature of Grievance (Please tick):

- Academic Concern
- Faculty or Staff Behavior
- Administrative Issue
- Harassment or Misconduct
- Facility/Resource-Related Issue
- Other (Specify): _____

Detailed Description of Grievance:

Steps Taken for Informal Resolution (If any):

Requested Action/Resolution by the Student:

Student Signature: _____

Date: _____

For Official Use Only

Received By: _____

Designation: _____

Date Received: _____

Remarks/Action Taken: