

WOMEN MEDICAL & DENTAL COLLEGE
ABBOTTABAD

GRIEVANCES SETTLEMENT POLICY

AIM

To address inter departmental and intra departmental grievances among employees and to improve the quality of organizational work through safeguarding the interests of employees at workplace.

OBJECTIVES

1. To safeguard the interests of employees.
2. To keep workplace environments congenial.
3. To address grievances of employees timely and effectively.

SCOPE

This policy applies to all employees of Women Medical & Dental College, Abbottabad.

A GRIEVANCE

“Dissatisfaction felt by an employee at workplace owing to an annoying situation resulting from and involving certain interpersonal issues or decisions, practices, events and attitude within the organization.”

INTRODUCTION

1. Possibility of conflict between and among the employees or within the organizations remains at large and can harm morale and productivity. A minor issue may result in a huge conflict, if not managed and addressed appropriately. Grievances may result from the way some staff members react to certain aspects of the work related practices that the others believe to be unjust, unfriendly, unfair, misinterpretation of organizational policies, frustration with the job, dissatisfaction with work environment, complain about the behavior of the colleagues, disappointment at not getting promotion or job opportunity, harassment, dissatisfaction with pay and unethical practices at workplace.
2. However dissatisfaction with performance appraisal ranking and harassment will not be covered in this policy as these both elements will be covered in Harassment Policy and Performance Appraisal Policy and procedures. Primarily, work related grievances may arise out of two different types of situations;
 - a. Individual behavior that doesn't result in breach of laws or common law, like, inappropriate attitude, interpersonal conflict, or inconsistent application of policy or procedure.
 - b. Undue behavior that features discrimination and harassment on grounds prohibited by anti-discrimination legislation, corruption and mismanagement.

3. Women Medical & Dental College, being a healthcare institute is committed to putting in place and promoting equitable and safe practices at workplace.
4. At work place, because of certain misconceptions, interpretations of policies, fear about job, undue pressure and indiscrimination, grievances among employees may develop. Such grievances/complaints need to be fully addressed and heard with open mind and if no action is taken to settle truthful grievances then they may result in affecting employee's morale.
5. It should be imperative for all Women Medical & Dental College employee's to recognize that their organization's ultimate desire would be to seeing them playing their roles with enthusiasm, commitment, humility and integrity.
6. Paying a timely, and an appropriate attention to a staff grievances in confidential manner with the minimum possible height of its exposure to prevent a minor grievances from exacerbating should form the basic essence of Women Medical & Dental College grievance settlement procedure.

PROCEDURE FOR HANDLING GRIEVANCES

1. An employee putting up grievance file shall have the right to present witnesses in order to establish sound basis to prove his/her grievances. Since the processing of grievance is not a legal matter, therefore, attorneys may not represent either the employee filing a grievance or Women Medical & Dental College.
2. Employees are not to be penalized in any way for proper use of the grievance procedure. Time spent in grievance discussion with the Human Resource would be considered time worked with pay.

STEPS INVOLVED IN GRIEVANCES SETTLEMENT

STEP 1

1. An employee wanting to put up a grievance shall first submit his/her grievance(s) on the prescribed form to his/her immediate supervisor/In-charge with a copy to Human Resources Department. The supervisor/In-charge shall have **three** working days within which s/he shall have reply to the employee's grievance (a copy of reply shall be forwarded to Human Resources Department).
2. If within this stipulated period the supervisor/In-charge fails to reply to the grievance or if his/her answer not satisfactory to employee, the employee may present his/her grievance at Step-2.

STEP 2

1. If the disposition of grievance in Step-1 is not acceptable, the employee shall, within **three** working days, prepare and submit a written statement stating the basis for the grievance and a requested settlement to his/her relevant Manager/ Department Head or Manager Human Resources (a copy of reply shall be forwarded to Human Resources Department), who shall have to reply to the employee's grievance within **three** days.
2. If, within this stipulated period, a mutually acceptable settlement cannot be reached, the employee will have **three** working days in which to present his/her grievance in Step-3: The grievant should process his/her grievance to Step-3 through the Principal of Women Medical & Dental College.

STEP 3

1. If the disposition of grievances in Step-2 is not acceptable and the employee wishes to have the grievance considered further, s/he shall notify a representative appointed by the Principal of Women Medical & Dental College. The incumbent representative will investigate the allegation and make arrangements to hear the employee's complaint and the departmental charges (if any). S/he shall provide written response to the employee within three working days of the receipt of the grievance.
2. If the response is not acceptable to the employee the grievance may be processed to Step-4 through the Principal of Women Medical & Dental College.

STEP 4

1. If the disposition of grievance in Step-3 is not acceptable to the employee and s/he wishes to have the grievance given further consideration, s/he shall notify the Principal of Women Medical & Dental College in writing to that effect.
2. It is up to the discretion of the Principal of Women Medical & Dental College to either investigate the allegation on his/her own or constitute a panel to hear out a grievant. Grievance processed to Step-4 shall be reviewed and a response shall be provided to the grievant within three days. If the disposition of the grievance in Step-4 is acceptable to the grievant the whole process will come to the conclusion, and, if not, in that case the decision made by Principal would be final. Principal may at his/her own discretion take the grievance to the Board of Directors or declare the decision made by him/her or panel constituted by him/her as final.

EXCEPTIONAL CASES

1. In exceptional cases where a **Department or Section Head or Manager** reporting directly to the Principal, wishes to file a grievance shall first discuss his/her grievance with the Principal Women Medical & Dental College.
2. If the Principal fails to reply to the grievance or if his/her answer is not satisfactory to the employee, the officer concerned may present his/her grievance to the Board member nominated by the Board of Directors of the Board. Grievances processed under such circumstances shall be reviewed and a response shall be provided within three days. Any Exceptional case that is processed or resolved through a committee formed and headed by the Board of Directors shall be the final decision.