



THE UNIVERSITY OF AZAD JAMMU AND KASHMIR

Administration Block, Chellah Campus, Muzaffarabad-13100, AJK, Pakistan

Website: www.ajku.edu.pk

No 2346/AQA/24

dated: 1/11/2024

GRIEVANCE POLICY

Introduction

UAJK is committed to fostering a transparent, fair, and responsive institutional environment. This Grievance Policy provides a structured mechanism for addressing concerns raised by students, faculty, and staff, ensuring that all voices are heard and resolved in a timely and just manner. The policy supports the university's values of accountability, equity, and institutional integrity.

Scope

This policy applies to all members of the university community, including:

- Students (undergraduate, graduate, postgraduate)
- Faculty and academic staff
- Administrative and support staff
- Contractors and affiliated personnel

Grievances may pertain to academic, administrative, workplace, behavioral, or ethical matters.

Grievance Categories

Grievances may include but are not limited to:

- Academic issues (grading, course delivery, supervision)
- Administrative concerns (admissions, fees, scheduling)
- Workplace disputes (roles, responsibilities, conduct)
- Harassment (verbal, physical, sexual)
- Discrimination (gender, ethnicity, religion, disability)
- Misuse of authority or procedural violations

Grievance Procedure

The grievance process includes the following steps:

1. **Filing:** Submit a written complaint to the Grievance Committee via email or official portal.
2. **Acknowledgment:** Receive confirmation of receipt within 3 working days.



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3. **Investigation:** Committee reviews and investigates the grievance within 10 working days.
4. **Resolution:** Decision communicated to the complainant within 5 working days post-investigation.

Appeal: If unsatisfied, the complainant may appeal to the Vice Chancellor within 7 days of receiving the decision.

Confidentiality & Protection

All grievances will be handled with strict confidentiality. Complainants will be protected from retaliation or adverse consequences resulting from filing a grievance. Anonymous submissions may be considered if sufficient detail is provided.

Compliance & Enforcement

- False reporting or misuse of the grievance process may result in disciplinary action.
- Non-compliance with committee decisions may lead to administrative review or sanctions.
- The Grievance Committee shall maintain records of all cases for institutional learning and audit.

Registrar

University of Azad Jammu and Kashmir