

Grievance Policy of Indus University

Introduction:

A grievance is a cause for protest or complaint arising out of some perceived or actual harm due to some action taken by the University or any of the stakeholders of the University. Indus University has a positive action and equal opportunity grievance mechanism, it claims that all the complainants to be treated equally and not differently on the basis of race, color, religion, creed, sex, age, marital status or nationality.

Purpose:

The purpose of the Grievance Procedure is to support the University's commitment to promoting and ensuring an environment where individuals are treated with respect and courtesy. The procedure is designed to resolve problems. It is hoped that grievances can be resolved cordially thereby maintaining, and where necessary, restoring good relations with all the stakeholders. All parties should co-operate constructively in resolving matters and the individual/ groups are bound to follow the formal framework.

Salient Features:

1. Indus University is committed to the resolution of individual/ group grievances fairly and promptly whenever deemed necessary.
2. Employees that have a grievance are encouraged to discuss the problem with their Reporting Manager to seek a resolution.
3. The Reporting Managers are required to give proper and full consideration to any grievance raised.
4. The Higher Management will facilitate and ensure the execution of actions for smooth sailing of operations.
5. If a person is reluctant to discuss the problem with his/her Reporting Manager, the grievant can raise the issue formally in writing to the Registrar.
6. The Registrar will form a task force and referred the matter to it.
7. The issue is analysed thoroughly. The grievant is sometimes called to present the matter to the taskforce.
8. The final decision is taken by keeping all the evidences in focus.