



Women Dental College

Murree Road, Nawanshahr, Abbottabad, KPK, Pakistan

Ref No: WDC/ 825

Date: 31st July 2026

GRIEVANCE POLICY

INTRODUCTION

Women Dental College is committed to providing a safe, respectful, transparent, fair and supportive academic and professional environment for all students, faculty members and staff.

The College recognizes the right of every member of the College community to raise a genuine concern or grievance without fear of discrimination, intimidation, retaliation or victimization.

This policy establishes a formal mechanism for the submission, investigation, resolution and monitoring of grievances within the College.

DEFINITION

A grievance is a formal complaint or a strong feeling that you have been treated unfairly. It happens when a person believes their rights have been broken, rules were ignored, or they experienced an injustice that gives them a real reason to complain.

PURPOSE

The purpose of this policy is to:

- Provide an accessible and transparent grievance redressal mechanism.
- Ensure that grievances are dealt with fairly, impartially and confidentially.
- Provide timely resolution of genuine complaints.
- Protect the rights and dignity of complainants and respondents.
- Prevent retaliation or victimization.
- Promote accountability and continuous improvement within the College.

SCOPE

This policy applies to:

- All BDS students
- Faculty members
- Administrative staff
- Support staff
- Other members of the College community

GRIEVANCE REDRESSAL COMMITTEE

The College shall have a Grievance Redressal Committee constituted/reconstituted by the Principal from time to time.

As per the current notification, the Committee comprises:

- | | |
|--|-------------|
| • Prof. Dr. Shahid Khan, Principal | Chairperson |
| • Prof. Dr. Talib Hussain, V/P | Member |
| • Prof. Dr. Nabila Anwar, Head of Orthodontics | Member |



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| • Prof. Dr. Nida Qasim Balouch, Head of Anatomy | Member |
| • Mr. Usman Awaisi, HR Manager | Member |
| • Ms. Sania Shoaib, Clinical Psychologist | Member |

The composition of the Committee may be changed or reconstituted by the Principal whenever required.

Where necessary, the Committee may invite a relevant HOD, faculty member, administrative officer, subject expert or other concerned person to assist in the examination of a particular grievance.

RESPONSIBILITIES OF THE GRIEVANCE COMMITTEE

The Committee shall:

- Receive and register grievances.
- Conduct preliminary assessment of complaints.
- Determine the appropriate procedure for handling each grievance.
- Investigate complaints fairly and impartially.
- Review relevant documents and evidence.
- Hear the complainant and respondent, where appropriate.
- Maintain confidentiality of proceedings.
- Recommend appropriate corrective or administrative action.
- Maintain records of grievances and their outcomes.
- Monitor implementation of approved recommendations.
- Identify recurring issues and recommend institutional improvements.

SUBMISSION OF GRIEVANCE

Any student, faculty member or staff member may submit a grievance through:

- Written application to the Grievance Committee/Focal Person
- Official College email

GRIEVANCE REDRESSAL PROCEDURE

Step 1: Receipt of Complaint

The grievance shall be received and entered into the confidential grievance record.

Step 2: Acknowledgement

The complainant shall normally be informed of receipt of the complaint within 2 working days.

Step 3: Preliminary Assessment

The Committee shall assess the nature and seriousness of the grievance and determine the appropriate course of action.

Step 4: Investigation

Where formal investigation is required, the Committee may:



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- Obtain written statements.
- Interview the complainant.
- Give the respondent an opportunity to respond.
- Interview relevant witnesses.
- Examine relevant records and documents.
- Seek expert opinion where necessary.

Step 5: Findings and Recommendations

After reviewing the available information, the Committee shall prepare its findings and recommendations.

Step 6: Final Decision

The competent authority shall consider the Committee's recommendations and issue the final decision, where applicable.

9. TIME FRAME

The College shall make reasonable efforts to ensure timely resolution.

Process Time Frame

- **Acknowledgement of complaint**

Within 2 working days

- **Preliminary assessment**

Within 5 working days

- **Investigation**

Within 15 working days

- **Final recommendation/decision**

Within 20 working days

If additional time is required due to the complexity of a case, the complainant shall be informed accordingly.

CONFIDENTIALITY

All grievances and related proceedings shall be handled with appropriate confidentiality.

Information shall only be disclosed to individuals who have a legitimate role in the investigation, decision-making or implementation of corrective measures.

The identity and personal information of the complainant and respondent shall be protected to the extent reasonably possible.

APPEAL



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If the complainant or respondent is dissatisfied with the decision, they may submit a written appeal to the Principal/Competent Authority within 7 working days of receiving the decision.

The appeal shall be reviewed in accordance with applicable College rules and procedures.

Where practicable, an appeal shall be considered by an authority or committee not directly involved in the original decision.

MONITORING AND REPORTING

The College administration may periodically review grievance records to:

- Identify recurring issues.
- Improve academic and administrative procedures.
- Strengthen student support systems.
- Improve the quality of College services.
- Ensure effective implementation of this policy.
- Any institutional-level recommendations arising from grievance trends may be submitted to the Principal for appropriate action.

REFERRAL TO OTHER COMMITTEES/AUTHORITIES

Where a grievance falls under the jurisdiction of another institutional committee, regulatory body or statutory mechanism, the matter may be referred to the appropriate authority in accordance with applicable rules and regulations.

Such matters may include, where applicable:

- Harassment
- Serious misconduct
- Disciplinary matters
- Safeguarding concerns
- Criminal or legal matters
- Matters specifically governed by another College policy

EMERGENCY OR SERIOUS SAFETY CONCERNS

Where a grievance indicates an immediate risk to the safety, security or well-being of any person, the College may take immediate protective or administrative measures without waiting for completion of the normal grievance process.

Such cases shall be referred to the appropriate competent authority where required.

Principal
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Copy to;

- All Directors (WDC)
- Vice Principal (WDC)
- All HODS (WDC)
- Student's affairs (WMDC)
- QEC (WDC)
- Counselling Cell (WDC)
- LMS Manager (WDC)
- Hostel Warden (WMDC)
- Office Copy