

# **SWAT MEDICAL COLLEGE**

**Marghazar Road, Saidu Sharif Swat**

## **Students Grievance Policy**



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# **POLICY DOCUMENT AND SOP FOR STUDENT'S GRIEVANCES AND HARASSMENT.**

Swat Medical College only accepts complaints from formally enrolled medical students.

Students are encouraged to address their complaints with the individual involved, at the earliest possible time on an informal basis. However, in case of dissatisfaction from informal meeting, then a formal complaint should be filed.

According to the college Policy Manual, following is definition of informal and formal basis of complaint.

**Informal Basis:** Students are encouraged to utilize informal mechanisms as direct discussion/ conversation with administration or alleged offender (in case of offense).

**Formal Basis:** When a student is unable to resolve the situation with above mechanism he/she will provide a written complaint.

*If issue falls under Professional Code of Conduct Violations, Student Maltreatment, Gender Misconduct and harassment the policy on the specific issues will take precedence.*

All formal complaints must be submitted ONLY to the Office of the Principal of Swat Medical College.

Complaint may be withdrawn by the complainant, in writing at any time.

If necessary the college will request additional information. Upon receipt of the complaint following protocol will be followed:

1. The complaint will be lodged in the Office of the Principal.
2. Principal will forward the case to the Enquiry Committee for suitable investigation.
3. The complainant will provide all the evidence related to his/her complaint.
4. Inquiry Committee will seek explanation on the complaint from the accused.
5. The committee will perform with due diligence to investigate the complaint. Statements of both complainant and accused will be recorded and Minutes will be kept and logged.
6. After all the findings have been compiled, a summary investigative report will be written submitted to the Principal.
7. The Principal will take action accordingly and if necessary refer case to Disciplinary Committee.
8. A copy of all document will remain on record in confidentiality in the Office of the Principal, STMC.

## **APPEALS**

Students have the right to appeal to the Principal.

### **1. MALTREATMENT POLICY AND PROCEDURE**

#### **INTRODUCTION**

Swat Medical College is an institution rooted in the care of the whole person. We aim to ensure our graduates are recognized in their career not only by excellence in their field but also by humane qualities expected in a doctor. The key element is to give respect and receive respect.

The interaction between teachers, learners and administrative staff should emulate this founding principal. As such, STMC is committed to creating and sustaining an educational environment that fosters the values and virtues of:

- Mutual respect
- Trust
- Honesty
- Collegiality

- Compassion
- Accountability

Values such as these are essential for effective relationships between faculty, students, and administrative staff. The medical learning environment is expected to facilitate students; acquisition of the professional and collegial attitudes necessary for effective, caring and compassionate health care. The development of these attitudes is based on the presence of mutual respect between teacher, learner and staff. Characteristics of this respect are the expectation that all participants in the educational program assume their responsibilities in a manner that enriches the quality of the learning process.

## **PURPOSE**

The purpose of this policy is to outline behavior expectations that promote a positive learning environment for medical students with delineation of complaint/grievance procedures to address alleged violations without fear of retaliation.

The policy offers definition of maltreatment and unacceptable treatment of medical students, and describes procedures available to report incidents of maltreatment in a safe and effective manner.

## **DEFINITIONS**

Maltreatment of students can occur in a number of forms and may seriously impair learning. Types include verbal, power, ethnic, physical and harassment, but are not limited to repeated instance or single egregious instances of:

Verbally abusing, belittling, or actions that can reasonably be interpreted as demeaning or humiliating  
Unwarranted exclusion from reasonable learning opportunities

Threats to fail, give lower grades, or give a poor evaluation for inappropriate reasons.

Committing an act of physical abuse or violence of any kind such as pushing, shoving, slapping, hitting, tripping, throwing objects at, or aggressive violation of personal space

Unwelcomed comments, innuendos, or taunting remarks

*Swat Medical College prohibits discrimination against and harassment of any student because of race, color, national or ethnic origin, age, religion, disability, gender or any other characteristic. All members of the institution support this effort and will respond promptly and appropriately to any concerns that are brought to their attention.*

## **PROCEDURE**

Students who themselves experience or observe other students experiencing possible maltreatment are encouraged to discuss it with someone in a position to understand the context and address necessary action.

The individual considering filing a report of maltreatment should first, if possible, follow informal resolution option. However, if unable to resolve situation using informal mechanisms he/she should give a written description of the situation to the Office of the Principal.

An Anti-harassment *committee* has been constituted at Swat Medical College which also address the

student's complaints on maltreatment. The committee will conduct an necessary investigation and report to the Principal within 10 working days of receiving the complaint.  
Medical Student requesting complete anytime should be made aware that doing so may interfere with the College ability to investigate the concern and the ability to receive information about the follow-up investigation.

### **NO RETALIATION**

Retaliation is strictly prohibited. Individuals who believe they are experiencing retaliation are strongly encouraged to contact the Office of the Principal. Alleged retaliation will be subject to investigating and may result in disciplinary action up to and including termination or expulsion from college.

## **2. GENDER MISCONDUCT POLICY AND PROCEDURE**

### **PURPOSE**

The policy was created to define what forms of misconduct are prohibited and to set forth the procedure in which such situations will be addressed by the College; and to provide resources for victims and those accused.

STMC defines misconduct as any wrongdoing which encompasses gender exploitation/ discrimination, harassment, violence. The college is committed to creating a safe and responsible environment by fostering a community that promotes prompt reporting of all types of Misconduct and fair and timely resolutions.

This policy extends to employment with and admission to the College. Consistent with due process, all accused are presumed innocent until proven otherwise under this Policy.

### **PROCEDURE: Reporting Guidelines**

#### **Reporting an Incident of Gender Misconduct**

Employees and students should report violations of this policy immediately upon receiving a complaint or observing or learning of conduct that is reasonable believed to be in violation of this policy. The Office of the Principal and Administration Department are to receive such complaint.

#### **Other Reporting Options**

In addition, to reporting misconduct to the College representatives, in some circumstances, there is a duty to report allegations of criminal conduct to law

## **3. Confidentiality**

If a complainant request confidentiality or asks that the complaint and the pursued, College will take all reasonable steps to conduct the investigation and respond to the complaint within the conditions requested. The requests for confidentiality will be weighed against the following factors:

The Seriousness of the alleged harassment

The complainant's age

Whether there have been other complaints about the same individual?

#### **4. Investigation of Misconduct**

- **Informal Resolution**

With the consent of the complainant and the alleged perpetrator, Office of the Principal, deems the circumstances to warrant doing so, a matter may be resolved through non-disciplinary interventions (e.g., counseling, academic accommodations). A complainant has the right to end the informal process at any time and begin formal student conduct proceeding.

- **Formal Student Conduct Action**

Should informal resolution be inappropriate or unattainable, the matter will be referred to the anti-harassment Committee.

#### **5. Standard of Evidence**

The college/ committee utilizes a standard of preponderance of the evidence when reviewing a complaint.

#### **6. Disciplinary Sanctions**

The specific sanctions available to the Disciplinary Committee may differ depending on the circumstances of the matter being addressed. In general, however, sanctions imposed upon students determined to have violated this policy can include a range of sanctions including, but not limited to, warning, counseling, disciplinary probation, suspension or expulsion from college.

#### **7. Notification**

When the conduct involves allegations of a crime of violence, College will provide written notification of the final results of a disciplinary proceeding.

#### **8. Support Resources**

Counseling services of medical and emotional wellbeing, are available to victims of misconduct. Contact information and general advice on how to seek assistance for yourself or another person who has been a subject of misconduct can be obtained from the Principal Office.

#### **SANCTIONS**

Against Students

Against Employees

**Against Students:** Disciplinary sanctions for student violations of this policy will be imposed in accordance with the Student Professional Code of Conduct.

**Against Employees:** Disciplinary sanctions for employee violations of this policy, which may range from a disciplinary warning to termination from the College, will be imposed in accordance with applicable College policies.