

## SAIDU MEDICAL COLLEGE SWAT

<b>Policy Approver:</b>	Academic Council, SMC
<b>Policy No:</b>	
<b>Policy Name:</b>	POLICY & SOPs FOR STUDENT'S GRIEVANCES AND HARASSMENT
<b>Approval Date:</b>	16 June 2023
<b><u>Definitions &amp; Abbreviations:</u></b>	
<b>Gender harassment</b>	Refers to any form of unwelcome or offensive behavior directed towards an individual based on their gender, which creates a hostile or intimidating environment.
<b>Complainant</b>	The individual who files a complaint or grievance, stating their concerns or allegations.
<b>Maltreatment</b>	Refers to mistreatment, abuse, or improper behavior towards someone, often involving actions that cause physical, emotional, or psychological harm.
<b>Collegiality</b>	The cooperative and respectful relationship among colleagues, fostering a supportive and inclusive environment.
<b>Accountability</b>	The obligation of individuals to take responsibility for their actions, decisions, and conduct, and to be answerable for the consequences.
<b>Retaliation</b>	Refers to negative actions or behavior directed towards an individual as a response to their complaint or report, with the intent to intimidate, punish, or harm them.
<b>Appeals</b>	The process by which an individual requests a review or reconsideration of a decision or outcome, typically conducted by a higher authority or designated body.
<b>Gender misconduct</b>	A broad term encompassing various forms of inappropriate behavior, including but not limited to gender exploitation, discrimination, harassment, and violence, based on an individual's gender identity or gender-related characteristics.
<b>Gender exploitation/ discrimination</b>	Refers to actions or practices that take advantage of or unfairly treat individuals based on their gender, often leading to inequitable treatment or opportunities.
<b>Harassment</b>	Unwanted and offensive behavior or conduct that is repetitive, persistent, or severe, causing distress or creating a hostile environment for the victim.
<b>Reporting guidelines</b>	Established guidelines or procedures outlining how incidents or violations should be reported, including the necessary steps, channels, and individuals involved.
<b>Confidentiality</b>	The protection of sensitive information and ensuring that it is not disclosed to unauthorized individuals, maintaining the privacy and anonymity of those involved in the complaint or grievance process.
<b>Informal resolution</b>	Refers to the resolution of a complaint or grievance through non-disciplinary interventions, such as counseling or mediation, without initiating formal student conduct proceedings.
<b>Standard of evidence</b>	The level or degree of proof required to establish the validity or truth of allegations or claims, typically determined by specific guidelines or policies.

# 1 STUDENT COMPLAINT POLICY

Saidu Medical College only accepts complaints from formally enrolled students of SMC Swat. Students are encouraged to address their complaints against individual involved, at the earliest possible time on an informal basis. However, in case of dissatisfaction from informal meeting, a formal complaint should be filed.

According to the college policy, following is definition of informal and formal basis of complaint(s).

**Informal Basis:** Students are encouraged to utilize informal mechanism as direct discussion, conversation with administration or alleged offender (in case of offence)

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

- 1.1 **If issue falls under professional code of conduct, violations, Students Maltreatment and gender harassment, the policy on the specified issue will take precedence.**
- 1.2 **All formal complainants must be submitted to the Principal.**
- 1.3 **The complainant at any time, in writing, may withdraw his/her complaint.**
- 1.4 **If necessary, the college will request for additional information. Upon receipt of the complaint(s), the following protocol will be followed:**
  - 1.4.1 **The complaint(s) will be lodged in the office of the Principal.**
  - 1.4.2 **The Principal will forward the case to the Enquiry Committee for investigation to find factual position and nature of the complaint(s).**
  - 1.4.3 **The committee will investigate the complaint, record statements and minutes will be kept confidential.**
  - 1.4.4 **After compilation of the findings and minutes etc., a summary report based on the investigation will be submitted to the Principal**
  - 1.4.5 **The Principal will take action accordingly and if necessary refer the case to Disciplinary Committee.**
  - 1.4.6 **A Copy of all the documents will remain confidential in the office of the Principal.**

## 2 MALTREATMENT POLICY AND PROCEDURE

### A. INTRODUCTION

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

The interaction between Professional staff, Lecturers and administrative staff should emulate this founding principle. As SMC is committed to create and sustain an educational environment that fosters the values and virtues of:

- Mutual respect
- Trust
- Integrity & Honesty
- Collegiality
- Compassion
- Accountability

Values such as these are essential for effective relationship 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 delivery system. The development of these attitudes is based on the presence of mutual respect between teaching and administrative staff. Characteristics of this respect are the expectations that all participants in the educational program assume their responsibilities in manner that enriches the quality of the learning process.

#### **B. PURPOSE OF THE GRIEVANCE POLICY**

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

The policy offers definition of maltreatment and unacceptable treatment of Medical Students, and describes procedure available to report incidents of maltreatment in a safe and effective manner.

#### **C. NO RETALIATION**

Retaliation is strictly prohibited. Individual who believe that they are experiencing retaliation are strongly encouraged to contact the office of the Principal. Alleged retaliation will be subject to investigation and may result in disciplinary action up to termination or expulsion form the college.

#### **D. APPEALS**

Students have right to appeal to the Principal.

### **3 GENDER MISCONDUCT POLICY AND PROCEDURE**

#### **3.1 PURPOSE**

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

**Saidu Medical College define misconduct as any wrong doing which encompasses gender exploitation/discrimination, harassment and violence.** The college is committed for creating a safe and responsible environment by fostering a community that promotes prompt reporting of all types of misconduct and its fair and timely resolutions.

**This policy extends to the employees and students of the college. All accused are presumed innocent until proven otherwise under the policy.**

## **3.2 PROCEDURE**

### *Reporting Guidelines.*

#### **3.2.1 REPORTING OF AN INCIDENT OF GENDER MISCONDUCT.**

Employees and students should report violations of this policy immediately upon happening or observing or learning of conduct that is reasonably believed to be in violation of this policy. (The office of the Principal is to receive such complaints).

#### **3.2.2 OTHER OPTIONS FOR REPORTING**

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

## **4 CONFIDENTIALITY**

If a complainant needs confidentiality or asks that the complaint to be pursued, the college will take all reasonable steps to conduct the investigation and respond to the complaint within the prescribed manner and period. The confidentiality will be weighed against the following factors: -

- The seriousness of the alleged grievance or harassment.
- Whether there have been other complaints about the same individual.

## **5 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., counselling, academic accommodations). A complainant has the right to end the informal process at any time and begin formal student conduct proceedings.

- Formal Student Conduct Action

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

## **6 STANDARD OF EVIDENCE**

The college/committee utilizes a standard of importance or strength of the evidence when reviewing a complaint.

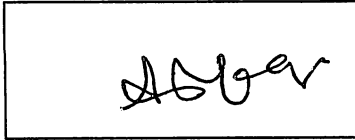
## **7 DISCIPLINARY SANCTIONS.**

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

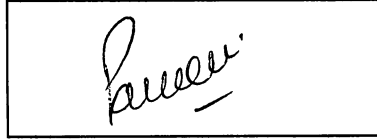
students determined to have violated this policy can include a range of sanctions including, but not limited to warning, counselling, disciplinary probation, suspension or expulsion from the college.

## 8 NOTIFICATION

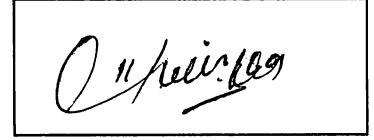
When the conduct involves allegations of a crime of violence, College will provide written notification of the final results of disciplinary proceeding.



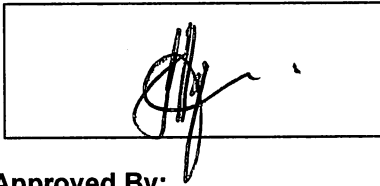
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