



Student Grievances Management System

Faculty of Medicine University of Ruhuna

Terms of References

The document was approved in the

Senate	357 th meeting held on 28 th April 2021
Senate Standing Committee on Quality Assurance	3 rd meeting held on 17 th March 2021
Faculty Board	380 th meeting held on 10 th March 2021
Internal Quality Assurance Cell/ IQAC	9 th meeting held on 25 th February 2021
Effective Date	1 st May 2021

As part of its commitment to quality, Faculty of Medicine, University of Ruhuna, recognizes that students may have grievances about matters or issues related to their experiences at the University and therefore the need for establishing a mechanism to facilitate transparent, fair and timely procedures for addressing such grievances in accordance with principles of natural justice, while ensuring that all parties are treated equally and fairly considering their individual circumstances.

Objectives

The objectives of this policy are to provide students with a framework on which they may submit a new grievance, grievance on unresolved complaints in relation to decisions of or advice provided by the University.

Scope:

This policy applies to all the students of the Faculty of Medicine University of Ruhuna

This policy covers issues related to

- Organizational changes in the teaching & learning environment
 - decisions by academic staff members affecting individuals or groups of students
 - changes in the content or structure of academic programs
 - changes in the nature and quality of teaching and assessment
- Supervision of students undertaking research projects
- Authorship and intellectual property
- Quality of student services and access to university facilities and resources

Please use “Reporting Sexual & Gender Based Violence” online portal for any other form of harassment, discrimination or bullying

This policy does not cover issues,

- relating to decisions based solely on alleged or unsubstantiated academic or general misconduct or academic judgment
- which has arisen from a student’s failure to read and act upon a notice or correspondence
- relating to content of university and examination by –Laws

Grievances that are without substance, not made in good faith or made in order to cause annoyance or malicious harm to another person will not be investigated by the committee.

Authority:

This policy is made by the committee appointed by the 378th Faculty board upon recommendation of the IQAC.

Composition:

In order to function as an independent body, the committee should comprise of:

- Four academic members, preferably one each from preclinical and paraclinical and two from clinical levels.
- One member from another faculty of the University

As and when necessary, committee may seek expert opinion from relevant personnel and authorities.

Committee is appointed for a period of three years.

Committee would function according to the following guidelines**Procedure:****Making a decision to submit a grievance**

- Students wishing to submit grievances are encouraged to seek advice from their mentors and student counsellors to consider whether the grievances are reasonable and it is the best course of action under the circumstances
- Grievances must be submitted within 03 months of the incident

How to submit

- The written grievances should be submitted in sealed double envelopes where the inner envelop is addressed to the Grievance Committee and outer envelope addressed to the Dean, Faculty of Medicine, University of Ruhuna.

Deliberations by the committee

- The Grievance Committee shall determine whether the formal written grievance submitted by the student falls within the jurisdiction of the Committee and if so, to hear the grievance.
- Members of the Grievance Committee are expected to attend the initial orientation meeting within four weeks of submitting the grievance and initiation of the process shall be informed to the student within the same duration. Then hearing dates shall be scheduled to discuss the cases that have been forwarded.
- Members of the Committee must at all times maintain a neutral status and must be fair and impartial decision makers with high level of integrity and trust.
- The Committee's role is to listen and review all documentary evidence presented during the hearing to make a decision based on the evidence presented by each party. They should be able to weigh the credibility of the evidence, make specific findings of fact and determine whether the grievant has established the case.
- The grievance procedure requires at least three members from the grievance Committee to hear the grievance and decide the action.
- The Committee is responsible for making written findings of facts, observations, recommendations and decisions of the Committee.
- Time frame of submitting the report should be within 3 months of submission of the grievance
- The final report signed by all the members should be handed over to the Dean in a confidential cover

Do s and Don't s

- Committee members must be open minded and not prejudiced
- The committee must respect privacy and confidentiality at all times and maintain confidential records for each case
- It is important to ensure that the process that is followed by the grievance committee is fundamentally fair to all parties and complies with the university procedures

- The committee must ensure students do not suffer any victimization or discrimination as a result of raising complaints or grievances

Outcome of the decisions of the Grievances Committee

- Grievances committee shall follow up on the actions taken by the University regarding the report submitted by them in order to assure that the recommendations are carried out without undue delay.

Definition:

Grievance means a matter to be investigated according to a formal process.

This Includes;

- Escalated complaints which are not able to be resolved at the local level or through mediation
- Matters relating to allegations of misconduct where disciplinary action against a student may be an outcome of the investigation.

This policy will come into effect from the date of approval by the Council of the University of Ruhuna and will be subjected to review.

Dr. G. D. Punchihewa- Chairperson

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