



DEPARTMENT OF HUMAN RESOURCES MEDICAL TEACHING INSTITUTION



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GRIEVANCE POLICY

MTI-GKMC/BKMC THQ LAHOR THQ TOPI

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MTI-GKMC/BKMC - SWABI

APPROVED BY:

MANAGEMENT COMMITTEE

SUBMITTED TO:

BOARD OF GOVERNERS

MTI-GKMC/BKMC - SWABI

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MTI GKMC/BKMC GRIEVANCE POLICY

Introduction:

Open communication and feedback are regarded as essential elements of a satisfying and productive work environment.

MTI GKMC/BKMC encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor/Managers or HOD.

The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organizations or to authorities for assistance.

Purpose:

The purpose of this document is to provide an avenue through which employees and volunteers, and their managers, can resolve work-related complaints as they arise.

Policy:

MTI GKMC/BKMC will establish mechanisms to promote fast and efficient resolution of workplace issues.

Employees and volunteers should feel comfortable discussing issues with their manager or supervisor in accordance with the procedures outlined below.

All formal avenues for handling of grievances will be fully documented and the employee/volunteer's wishes will be taken into account in determining the appropriate steps and actions. No employee will be intimidated or unfairly treated in any respect if they utilize this Policy to resolve an issue.

This Policy applies to permanent and Daily wages paid employees and to volunteer staff.

Grievance:

MTI GKMC/BKMC define grievance as any complaint, problem or concern of an employee regarding their workplace, job or coworker relationships.



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Hospital Ethics Committee:

The employee will fill the grievance form and submit it to HR department which will be then forwarded to Hospital Ethics Committee and the HEC will be dealing with all major grievances that cannot be resolved at managerial level.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health and safety
- Supervisor behavior

Employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their direct Manager/HOD or HR department.
- File a grievance form explaining the situation in detail.
- Refuse to attend formal meetings on their own.
- Appeal on any formal decision.

Employees who face allegation have the right to:

- Receive a copy of the allegations against them.
- Respond to the allegations.
- Appeal on any formal decision.

MTI GKMCS/BKMC is obliged to:

- Communicate the procedure.
- Investigate all grievances promptly.
- Treat all employees who file grievances equally.
- Preserve confidentiality at any stage of the process.
- Resolve all grievances when possible.



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Procedure:

MTI GKMCS/BKMC and its allied hospital employees are encouraged to talk to each other to resolve their problems.

Communicate informally with their direct supervisor/Manager/HOD. The supervisor will try to resolve the problem. When employees want to complain about their supervisor/Manager/HOD, they should first try to discuss the matter and resolve it between them. In that case, they are advised to request an informal meeting. Supervisors/Manager/HOD should try to resolve any grievance as quickly as possible. When they are unable to do so, they should refer to the HR department and cooperate with all other procedures.

If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the higher authority.

Hospital Ethics Committee should accommodate the procedure outlined below:

The Hospital Ethics Committee should follow the procedure below:

- Ask employee to fill out a grievance form.
- Outline the process that is to be followed.
- Make sure that the employee feels listened to and supported. You don't have to agree with what they say, but you must make sure that they know you will act on their concerns.
- If more than one person is present, establish the role of each person.
- Inform the parties that any information obtained in the conduct of the review is confidential.
- Listen to the complainant. Obtain a chronology of events (who, what, why, when, how etc).
- Ask the complainant what kind of outcome they are hoping for (best case scenario) and then talk them through next steps.
- Provide the complainant with the MTI GKMCS/BKMC confidentiality and non-victimization agreement. Explain that they cannot be adversely affected because they have



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made a complaint, and explain who to report matters to internally if they do feel that they are being adversely affected.

- Provide the complainant with plenty of time to ask questions.
- Offer the complainant assistance (such as counselling) or a way to get home safely if they are visibly upset.
- Provide the complainant with a direct contact number that they can call if they have any concerns or queries.
- Take accurate and detailed notes of all conversations (including dates, people involved) and attach any supporting documentation.
- If deemed necessary, provide the employee/volunteer with a written summary of the meeting and clarification of the next steps to be taken.
- Talk with the employee to ensure the matter is understood completely.
- Provide the employee who faces allegations with a copy of the grievance.
- Communicate the formal decision to all employees involved.
- Deal with appeals by gathering more information and investigating further.

The Grievance Hearing: Phase 1

The Ethics committee chairman must advise the parties present of the purpose of the hearing and their rights during the hearing.

The aggrieved employee/s or employee/s representative must then be given an opportunity to motivate the grievance.

The person against whom the grievance was lodged must be given the opportunity to respond to the grievance.

Both parties may present evidence/ call witnesses to motivate their case. Both parties may also cross question witnesses.

The Hearing may be adjourned at this stage if necessary.

Finding on the facts:



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The chairman must now make a finding on a balance of probabilities on the validity of the grievance.

If the grievance is found to be invalid, the findings must be recorded in writing and signed by the aggrieved employer / employee representative or witness.

The aggrieved employee must also have advised of his/her/their right to appeal within 5(five) working days of receiving the outcome and of the applicable Application for Appeal Form to complete.

If the grievance is found to be valid, the Grievance Hearing: Phase 2 needs to be conducted.

The Grievance Hearing: Phase 2

The chairman must present the finding on the validity of the grievance and permit both the aggrieved employee/s and other party an opportunity to present

Suggestions for corrective action.

Responses and discussion as to the feasibility of such suggestions must be entertained.

Both parties must be questioned as to whether they are satisfied with the proceedings.

Corrective action

The chairperson must decide on the most effective and viable corrective action and advise the employee in writing of the decision made on the outcome of Grievance Hearing Form.

The chairperson must ensure that such corrective action is implemented and that progress is recorded. The employee must also be advised of his/her right to appeal against the decision within 5(five) working days of receiving the outcome if he/she is dissatisfied.

The procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, MTI GKM/BKMC will begin disciplinary procedures.

