



## Institute of Business Management (IoBM) CBM Student Grievance Policy



**Review Cycle:** Every 3 years

### College of Business Management (CBM), IoBM

The College of Business Management (CBM) at the Institute of Business Management (IoBM) is committed to fostering a fair, respectful, and inclusive academic environment where students' concerns are heard and addressed with integrity and transparency. This policy outlines the mechanism through which students may report grievances, ensuring that every student has access to a timely and impartial process for resolution.

#### 1. Purpose

The purpose of this policy is to ensure that students of the College of Business Management (CBM) have access to a transparent, fair, and structured mechanism to address concerns or complaints relating to academic, administrative, or behavioral matters. The policy reinforces IoBM's commitment to uphold integrity, equity, and respect in all aspects of the student experience.

#### 2. Scope

This policy applies to all currently enrolled CBM students at the undergraduate, graduate, and doctoral levels. It covers grievances that arise from:

- Academic concerns such as classroom conduct, assessment fairness, or academic supervision.
- Administrative and procedural issues within the College.
- Non-academic matters involving staff or student interactions that affect a student's well-being or learning experience.

Matters relating to sexual harassment, discrimination, or misconduct shall follow IoBM's Policy on Protection Against Harassment in Higher Education Institutions and are therefore excluded from this document.

#### 3. Principles

- *Fairness:* All grievances shall be considered objectively and without bias.
- *Confidentiality:* Information will be restricted to individuals directly involved in the resolution process.
- *Timeliness:* Each stage will be handled within reasonable time limits as specified below.
- *Non-Retaliation:* No student will face adverse consequences for raising a complaint in good faith.

- *Documentation:* All grievances and decisions will be formally recorded for institutional accountability and review.

## 4. Process for Grievance Redressal

### Step 1: Informal Resolution

Students are encouraged to resolve their concerns informally by discussing the issue directly with the concerned faculty member, course coordinator, or department representative. If the matter remains unresolved, the student may approach the Head of Department (HoD) for mediation.

*Timeline:* The informal stage should normally be completed within two working days of the concern being raised.

### Step 2: Formal Grievance Submission

If the issue is not resolved informally, the student may file a Formal Grievance Application to the Associate Dean (Undergraduate or Graduate) using the designated grievance form available through the Student Affairs or Academic Department office.

The written complaint should include:

- Student's name, registration number, and contact details.
- Date and description of the incident(s).
- Parties involved and any prior steps taken.
- Evidence or documentation supporting the claim.
- Desired resolution.

*Timeline:* The grievance must be filed within two working days from the date of the incident or conclusion of the informal process.

### Step 3: Review and Hearing

Upon receiving a formal grievance:

1. The Associate Dean shall acknowledge receipt and review the matter within five (5) working days.
2. A Student Grievance Committee (SGC) will be constituted to review the case. The SGC will normally include:
  - One senior faculty member (Chairperson)
  - Two faculty members from different departments
  - The HoD or the concerned program head
3. The committee will:
  - Meet with the student and respondent(s) separately or jointly, as required.
  - Review relevant documents and statements.

- Ensure procedural fairness throughout.

*Timeline:* The committee will provide its recommendation to the Dean CBM within two working days of receiving the grievance.

#### **Step 4: Decision and Communication**

The Dean CBM, after reviewing the committee's findings, will issue a written decision outlining:

- The findings and rationale.
- Recommended action or resolution.
- Any follow-up measures or timelines

The decision will be communicated in writing to all parties involved and copied to the Office of Student Affairs for recordkeeping.

*Timeline:* Within three working days after the committee's recommendation.

#### **Step 5: Appeal**

If the student is not satisfied with the outcome, they may appeal in writing to the Rector of IoBM within two working days of receiving the decision. The Rector's decision, following consultation with the relevant offices, will be final.

#### **5. Records and Reporting**

The Program Heads will maintain a confidential log of all grievances, outcomes, and resolutions to support institutional review, quality assurance, and compliance with accreditation standards (NBEAC, AACSB, and HEC).

#### **6. Protection Against Retaliation**

CBM strictly prohibits retaliation against any student who files a grievance or participates in the process. Verified acts of retaliation will be subject to disciplinary action under IoBM's Code of Conduct.

#### **7. Periodic Review**

This policy will be reviewed periodically by the Dean's Office in coordination with the Associate Deans and Office of Student Affairs to ensure continued relevance, fairness, and alignment with national and international academic standards.

#### **Approved by:**

Dean, College of Business Management (CBM)  
Institute of Business Management (IoBM), Karachi