



NAMAL UNIVERSITY MIANWALI

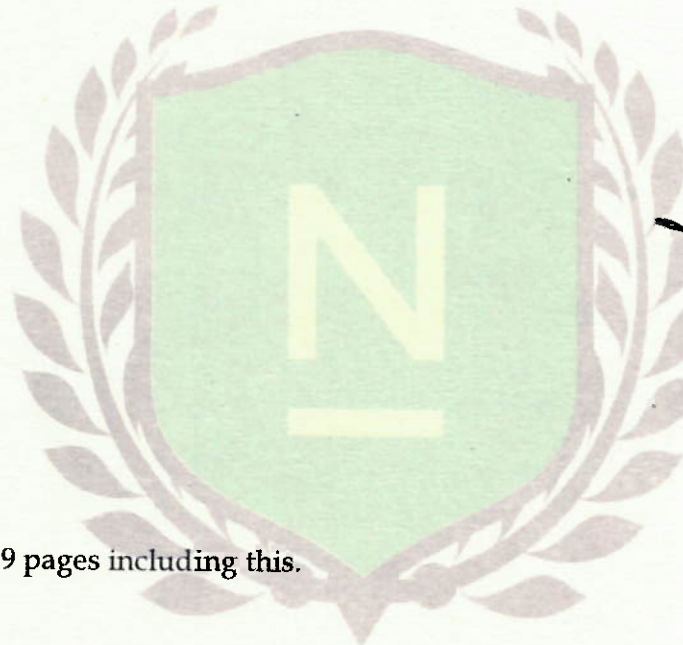
Ref. No. NUM/REG/AC/2026-30

March 10, 2026

Item No. 7.6

Notification

The Academic Council, Namal University, Mianwali in its 7th meeting held on January 12, 2026, approved the **Student Grievance Policy** (enclosed) of Namal University, Mianwali.



Asif A. Malik
Registrar

Encl: Total 09 pages including this.

Copy to:

1. All Chairpersons/ Heads of Academic Departments, Namal University, Mianwali
2. All Directors, Namal University, Mianwali
3. All Members of the Consultative Committee, Namal University, Mianwali
4. Consultant, Examinations, Namal University, Mianwali
5. Head, Nisar Aziz AgriTech Center, Namal University, Mianwali
6. Head, Software Development Center, Namal University, Mianwali
7. Patron In Chief, Societies and Clubs, Namal University, Mianwali
8. ES to Rector, Namal University, Mianwali
9. Record File

**Student Grievance Policy
2026**



Namal University Mianwali



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1. Student Grievance

Student grievance is defined as dissatisfaction occurring when a student believes that any decision, act or condition affecting him or her is illegal, unjust, or creates unnecessary hardship in academic and non-academic matters.

2. Policy Statement

The Student Grievance Policy at Namal University establishes a formal procedure for students to raise concerns about matters that remain unresolved through formal complaint mechanism. The policy ensures that grievances are handled impartially and promptly.

3. Policy Scope:

This policy applies to all students enrolled in Namal University as per official university records. Policy covers both academic and non-academic grievances.

- i. Academic Grievance may refer to matters that seriously impact a student's education, including arbitrary or discriminatory grading, poor teaching or FYP supervision, all potential scholarship-related matters and unfair academic rules e.g.,
- ii. Non-academic grievances may include matters such as unsafe hostel facilities, unresolved IT or infrastructure failures, administrative unfairness, unaddressed transport problems, or mistreatment by university personnel.

Grievance made by individuals who are not students or directly involved with the university, such as (parents, alumni, or community members) will not be entertained. Similarly, student disciplinary cases and those under the domain of sexual/discriminatory harassment are excluded from the scope of this policy.

4. Grievance Procedure:

Before initiating the formal grievance process, it is mandatory to first seek resolution through the following formal complaint mechanism:

To initiate a formal complaint, the student must send an email containing a clear and comprehensive explanation of the issue to the relevant department or individual. For the resolution of academic matters, this should be directed to the appropriate authority, such as the course instructor, student counselor, exam office, or head of department (HoD) etc. For non-academic matters, the student should contact the relevant authorities, including the hostel warden, transport in-charge, IT department, or finance office etc. Once the complaint has been submitted, the student should expect a resolution within one week. If the resolution requires more time, a response email must be sent to the student, indicating the expected time frame for resolving the complaint. If the student is satisfied with the response, they should reply to the email with "Issue resolved" to indicate that the case is closed. However, if the response is unsatisfactory or if there is no response within one week, the student may proceed with the grievance mechanism.

Based on the nature of grievance i.e., Academic or Non-Academic, the student shall submit the Grievance Form (available online/ hard copy) to one of the following grievance committees.

A. Grievances Committee for Academic Matters (GCAM):

All grievances of academic nature shall be referred to GCAM which will be constituted, notified and convened by Director Academics along with 3 to 4 members. Similarly, one of the members will be designated as the secretary responsible for minuting and record keeping.

- i. The Director Academics shall acknowledge the grievance and determine its maintainability within 03 working days
- ii. Grievant must be available to present case personally when required

- iii. The committee may seek information from other stakeholders where required
- iv. GCAM will provide a decision within 02 weeks

B. Grievances Committee for Non-Academic Matters (GCNAM):

All grievances of non-academic nature shall be referred to GCNAM which will be constituted, notified and convened by the Registrar along with 3 to 4 members (one of them will be a faculty member from the relevant department). Similarly, one of the members will be designated as the secretary responsible for minuting and record keeping.

- i. The Registrar shall acknowledge the grievance and determine its maintainability within 03 working days.
- ii. Grievant must be available to present case personally when required
- iii. The committee may seek information from other stakeholders where required.
- iv. GCNAM will provide decisions within 02 weeks after investigation.

5. Special Cases:

If grievance is lodged against Director Academics or Registrar, the committee will be convened by the Rector.

6. Appeal Process:

After the decision is announced by GCAM/GCNAM and the concerned student is still not satisfied with decision, then appeal can be made to the **University Grievance Committee (UGC)** within 03 working days. UGC will handle both academic and non-academic appeals. Rector will constitute, notify and convene the UGC along with 3 to 4 members. Similarly, one of the members will be designated as the secretary responsible for minuting and record keeping.

- i. The Rector shall acknowledge the grievance and determine its maintainability within 7 working days.
- ii. An appeal shall be lodged with evidence of the original complaint, grievance along with the decision of the previous committee.
- iii. The committee shall reinvestigate the grievance and may call any concerned party for input.
- iv. The UGC shall communicate the decision in writing to the Grievant within 03 weeks. The decision by UGC shall be final and not subject to further appeal within the University.

7. Policy Enforcement

- i. *False grievance leads to the **Student Disciplinary Committee** resulting in penalties as per university Rules and regulations.*
- ii. *If grievance is substantiated, appropriate actions will be determined and implemented in accordance with **Namal University's rules and regulations.***

8. Confidentiality:

All records are confidential and shall be retained in compliance with **Namal University's rules and regulations.**

9. Record Keeping:

- i. The Secretary of each committee (GCAM, GCNAM, and UGC) is responsible for maintaining all grievance records and share the final file with the Registrar's Office upon closure.
- ii. Upon official written request, the Registrar may provide record to relevant Head of Department (HoD) for administrative purposes.



Namal University Mianwali
Student Grievance Form

(To be submitted after exhausting Formal Complaint Mechanism)

Date of Submission: _____

1. Student Information

Name	
Registration Number	
Department	
Semester/Year:	
Contact No.:	
Email	

3. Details of Previous Attempts (Mandatory)

a) Formal Complaint

Complaint Via Email Submitted To:	
Date of Email	
Response Received	Yes <input type="checkbox"/> / No <input type="checkbox"/>
Outcome	

2. Type of Grievance

Academic (Referred to GCAM) Non-Academic (Referred to GCNAM)

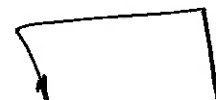
3. Describe the grievance in detail (use extra sheet if required):

4. What solution do you expect?

Declaration, I hereby declare that the information provided is true to the best of my knowledge and that I have followed Step 1 (Informal Intimation) and Step 2 (Formal Complaint) before submitting this grievance. I understand that submission of a fake/misleading grievance may lead to disciplinary action.

Student's Signature: _____

Date: _____



(For Official Use Only)

Grievance Reference Number: _____

Received by:

Director Academics Registrar

Remarks (If any):

Signature: _____

Date: _____





Namal University Mianwali

Student Grievance Appeal Form

(To be submitted within 3 working days of receiving committee decision)

Date of Submission: _____

Grievance Reference Number: _____

1. Student Information

Name	
Registration Number	
Department	
Semester/Year:	
Contact No.:	
Email	

Date Of Original Grievance Submission	
Committee That Decided: <i>(Kindly Attached grievance evidence with this appeal form)</i>	<input type="checkbox"/> GCAM <input type="checkbox"/> GCNAM
Date of committee decision:	

Detailed Reasons for Appeal (use extra sheet if required):

Declaration I declare that this appeal is submitted within 3 working days of receiving the previous committee's decision and all information provided is correct.

Student's Signature: _____

Date: _____



(For Official Use Only)

Received by: Rector's Office

Remarks (If any):

Date: _____

