

GRIEVANCE RESOLUTION MECHANISM

Ensuring that employees & other stakeholders are the prime asset of IRM. Human resource department of IRM aims to provide high quality, accessible and responsive services, designed to effectively redress the grievances related to gender and HR at IRM. This mechanism sets out the procedures for complaint lodgment, handling of complaints and periodic monitoring of the mechanism. It is vital that employees know that if something goes wrong, their complaint will be dealt in a fair and transparent manner. The following guidelines aim at minimizing instances of complaints and grievances through proper review mechanism, and to ensure prompt redressal of complaints and grievances.

Complaint Resolution

A copy of policy has been shared with designated HR personal of all regions. The person and section/unit entrusted the work must: -

- a. Acknowledge all the complaints; and maintain a proper record of complains;
- b. Address/handle and investigate the complaints in a fair and prompt manner;
- c. Complain should be lodged through email or telephone, investigator must be clear and indicate the reasons/rationale of the decision being conveyed to him/her. If possible, the reply may be sent in Urdu language where the complainant has used the language other than English.
- d. The complaints must be responded within a period of 07 working days. Where a complaint requires further investigation, an interim reply must be sent indicating the reasons for the time to be taken and expected date of action/response.
- e. Where a complaint needs to be probed further the same may be investigated by an employee who is not directly involved with that particular complaint.
- f. Procedure for lodgment of a complaint and its resolution both in English and Urdu for the convenience of employee.
- g. Make available copies of their internal complaint handling procedures, in each of their regional and district offices to which employees have access for expeditious disposal of complaints.

Regional offices are advised to initially bring the complaint in the knowledge of HR department at IRM Head Office and wait for their response. Employees can lodge complaint over the telephone or through email or surface mail.

Complaint Lodging Procedure

The complaints handling process is centralized at IRM Head Office. Complain can be lodged telephonically, through email and surface mail. Employees need to follow the following simple steps:

- Approach your regional office and inform them about the complaint.
- Complaints can be lodged at IRM Complaint Box available on website. The link is as below:

<http://www.irm.edu.pk/index.php/complaint-box/>

or

compliant@irm.edu.pk

- You can also call at IRM official helpline at +92 51 8742201-7 and contact the Gender Focal Person at the telephone extension 104.
- If you do not receive a reply from them within 07 working days, or find the reply unsatisfactory, you may file a complaint with the HR department at IRM Head Office through the below given details.
- Make sure to keep copies of all related correspondence.
- HR Department endeavors to resolve most complaints within 07 working days. However, depending on complexity, some complaints can take longer to resolve.
- After confirming that all procedural requirements have been met, HR Department may call for additional information from both parties, if necessary, to better understand the issue.
- The outcome of this will be:
 - a) If complaint is found to be unjustified – in such cases HR Department closes the case.
 - b) If complaint is found to be genuine – in such cases employment shall be terminated immediately.

When Complain is lodged Over Telephone:

- Make sure that you make brief note of the conversation.

- Note down the name of the person you speak to and the date and time you speak to them.
- Keep the notes in a safe place as a record of your complaint.
- Later, make a follow-up call, if issue still remains unresolved.

When Complain is lodged by E-Mails or Surface Mails and Complaint Box

- It is the best way to file your complaint in writing, especially for more complex complaints.
- Include all essential information and relevant dates but try to keep it clear and simple.
- Put down the facts chronologically.
- Every time you write, keep a copy of your letters for reference.

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