



Sharif Medical & Dental College, Lahore

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Policy for Student Access to Records and Appeals Process at Sharif Postgraduate Medical Institute (SPGMI)

1. Purpose

- The purpose of this policy is to outline the procedures for students to access their academic and medical records, and to establish a fair and transparent process for handling appeals in the event of discrepancies in these records. This policy ensures that students have the right to review their records and seek resolutions for any inconsistencies or inaccuracies.

2. Scope

- This policy applies to all students enrolled in postgraduate programs at SPGMI. It covers access to both academic and medical records, as well as the procedures for filing appeals in case of discrepancies in such records.

3. Rights of Students

- Right to Access Records: Students have the right to access their academic and medical records maintained by SPGMI. This includes access to information related to their assessments, grades, clinical evaluations, attendance, and medical history.
- Accuracy of Records: Students have the right to request that any inaccurate or incomplete information in their records be corrected. This applies to both academic and medical records.
- Confidentiality: All student records will be maintained with the highest level of confidentiality and will be accessible only to authorized personnel, unless otherwise required by law or with the student's consent.

4. Accessing Academic and Medical Records

- Requesting Access: Students may request access to their academic and medical records by submitting a formal request to the Records Office. The request should include specific details about the records needed.
- Processing Requests: Upon receiving a request, the Records Office will provide access to the requested records within 10 working days. Students will be notified if any records are unavailable or if access is restricted.
- Review of Records: Students may review their academic records during office hours, or in the case of medical records, in a private setting as determined by the Medical Affairs Department.

5. Appeal Process for Discrepancies

- If a student identifies discrepancies or inaccuracies in their academic or medical records, they are entitled to request a formal review of their records. The following procedures will apply:

5.1. Informal Resolution

- Initial Review: The student should first attempt to resolve the discrepancy by contacting the relevant department (e.g., Academic Affairs for academic records, Medical Affairs for medical records).
- Resolution Timeline: The department will review the discrepancy within 5 working days and provide a response or corrective action.

5.2. Formal Appeal Process

If the issue is not resolved informally, the student may initiate a formal appeal. The process will include the following steps:

1. Submit an Appeal: The student must submit a written appeal to the Appeals Committee within 5 working days from the date of the initial informal resolution attempt. The appeal must include:

- A clear description of the discrepancy or issue.
- Any supporting evidence (e.g., documents, communications).
- The resolution or corrective action requested.

2. Appeals Committee Review: The Appeals Committee will review the case, which will include:

- A thorough examination of the student's records.
- Any necessary interviews or consultations with involved parties (e.g., faculty, medical staff).
- The committee may request additional information or clarification from the student.

3. Decision: The Appeals Committee will issue a decision within 7 working days from the date of receiving the appeal. The decision will be communicated in writing to the student, detailing the outcome and any corrective actions to be taken.

4. Finality of Decision: The decision of the Appeals Committee is final and binding. If the appeal is upheld, the necessary corrections to the records will be made. If the appeal is denied, the student will be informed of the reasons for the denial.

6. Confidentiality and Record Keeping

- All records related to appeals and access to student records will be kept confidential and stored securely.
- Appeals and related correspondence will be documented and maintained in the student's file. These records will only be shared with authorized personnel involved in the appeal process.

7. Timeline for Resolving Discrepancies

- The institution aims to resolve all discrepancies and appeals promptly. The total time for addressing and resolving a discrepancy or appeal should not exceed 30 working days from the date the appeal was submitted.

8. Protection against Retaliation

- Students who initiate an appeal or request access to their records are protected against retaliation. Any attempt to retaliate against a student for exercising their rights under this policy will be subject to disciplinary action.

9. Review and Amendments

- This policy will be reviewed periodically by the relevant authorities at SPGMI to ensure its effectiveness and compliance with legal requirements. Amendments to the policy will be communicated to all students and staff.

Principal

Sharif Medical & Dental College