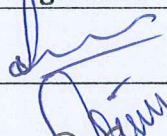
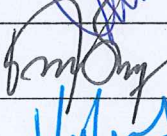
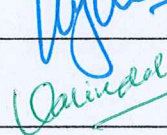


Policies & Procedures Manual

UIT University

Title of Policy: Open Door Policy	
Revision Date (if any): NIL	
Policy Area: General	Policy Number: UITU/P/GEN/012-V1
Approved by (Statutory Body/ Competent Authority): Vice Chancellor	
Approval Date:	Effective Date:
Date of Issue:	Supersedes: N/A
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	Name	Designation	Signature	Date
Prepared by:	Syeda Umme Aeman Kamal	Manager QEC		19-05-2025
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Reviewed by:	Amir Siddiqui	Registrar		14-7-2025
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Approved by:	Prof. Dr. Vali Uddin	Vice Chancellor		14/7/25

Note: The policy is effective immediately upon approval and supersedes all previous versions. It will remain in force until revised or replaced by an updated policy issued by the university authority.

Open Door Policy

1. Purpose

- 1.1. The Open Door Policy at UIT University (UITU) fosters an environment of transparency, trust, and open communication between faculty, staff, and university leadership. This policy encourages employees to raise concerns, share ideas, or seek guidance on workplace issues without fear of retaliation, aligning with UITU's mission to build a skilled, professional, and inclusive workforce.

2. Scope

- 2.1. This policy applies to all UITU employees, including full-time and part-time faculty, administrative staff, and contractual employees across all academic and operational departments. It covers workplace concerns, including but not limited to grievances, suggestions, policy clarifications, and professional development opportunities.

3. Policy Statement

- 3.1. UITU is committed to maintaining an accessible and responsive workplace where employees can freely communicate with supervisors, department heads, or senior leadership.
- 3.2. The Open Door Policy ensures:
 - 3.2.1. Accessibility: Employees have direct access to appropriate levels of management to discuss concerns or ideas.
 - 3.2.2. Non-Retaliation: Employees will not face adverse consequences for exercising their rights under this policy in good faith.
 - 3.2.3. Timely Resolution: Concerns will be addressed promptly and fairly in accordance with university procedures.
 - 3.2.4. Compliance: The policy aligns with the Higher Education Commission (HEC) of Pakistan guidelines, Sindh Higher Education Commission (SHEC) regulations, and labor laws under the Sindh Factories Act, 2015, and the Industrial Relations Act, 2012.

4. Definitions

- 4.1. **Open Door Policy:** A mechanism allowing employees to approach management with workplace concerns or suggestions.
- 4.2. **Grievance:** A formal complaint regarding workplace issues, such as discrimination, harassment, or policy violations.
- 4.3. **Non-Retaliation:** Protection against adverse actions for raising concerns in good faith.
- 4.4. **Leadership:** Includes supervisors, department heads, deans, and senior administrators up to the Vice Chancellor.

5. Responsibilities

5.1 Employees:

- 5.1.1. Raise concerns or suggestions respectfully and in good faith.
- 5.1.2. Maintain confidentiality during the resolution process.

5.2 Supervisors/Department Heads:

- 5.1.3. Listen actively and respond promptly to employee concerns.
- 5.1.4. Escalate issues to higher management when necessary.
- 5.1.5. Document discussions and outcomes as per the SOP.

5.3 Human Resources (HR) Department:

- 5.1.6. Oversee the implementation of policies and monitor compliance.
- 5.1.7. Provide training on the Open-Door Policy during onboarding and annual refreshers.
- 5.1.8. Maintain records of concerns and resolutions.

5.4 Senior Leadership:

- 5.1.9. Ensure a culture of openness and accessibility.
- 5.1.10. Review escalated concerns and ensure fair resolutions.

6. Monitoring and Compliance

- 6.1 The HR Department will conduct annual audits to assess policy effectiveness and compliance with HEC and SHEC guidelines.
- 6.2 Non-compliance, such as retaliation or failure to address concerns, will result in disciplinary action as per UITU's Code of Conduct.
- 6.3 UITU will align training programs with standards set by regulatory bodies like PEC, PMDC, NCEAC, NTC, NBEAC, and others.

7. Review and Amendments

- 7.1 This policy will be reviewed after 3 years or as needed to address changes in regulatory guidelines or institutional requirements.
- 7.2 Amendments will be approved by the Vice Chancellor and communicated to all employees.