

Air University Internal Reporting System Policy

1. Purpose

Air University is committed to maintaining a transparent, accountable, and ethical working environment. The purpose of this Internal Reporting System Policy is to provide a structured mechanism for faculty, staff, and employees to report concerns, complaints, or potential violations related to misconduct, unethical behavior, policy breaches, or any form of institutional irregularity.

This system ensures timely investigation, fair treatment of all parties, and protection of institutional integrity while encouraging a culture of openness and responsibility.

2. Scope

This policy applies to:

- **All faculty members**
- **Administrative and support staff**
- **Contractual and visiting employees**
- **Any individual associated with the University in an official capacity**

The policy covers complaints related to:

- **Professional misconduct**
- **Ethical violations**
- **Harassment or discrimination**
- **Financial or administrative irregularities**
- **Policy violations**
- **Conflict of interest**
- **Any behavior affecting institutional integrity**

3. Policy Statement

Air University ensures that all employees have the right to report concerns without fear of retaliation. The University guarantees confidentiality, impartial investigation, and fair resolution of all reported cases through a structured internal reporting mechanism.

4. Reporting Mechanism

The University has developed a dedicated Internal Reporting Portal to facilitate complaint submission.

Key Features of the System:

- **Online submission of complaints through a secure portal**
- **Option for confidential or identified reporting**
- **Time-stamped complaint registration**
- **Automatic acknowledgment of submission**
- **Tracking facility for complaint status**

Employees are encouraged to provide complete and factual information along with supporting evidence, if available.

5. Complaint Handling Procedure

Step 1: Submission

- **The complainant submits the issue through the Internal Reporting Portal.**

Step 2: Initial Review

- **The HR Department receives and conducts an initial screening of the complaint.**
- **Complaints are categorized based on severity and nature.**

Step 3: Investigation Committee Review

- **Valid complaints are forwarded to the Investigation Committee.**
- **The committee consists of five senior members nominated by the University Administration.**
- **The committee operates under principles of neutrality, fairness, and confidentiality.**

Step 4: Investigation Process

- **Collection of relevant facts, documents, and statements**
- **Interviews with involved parties**
- **Review of institutional records and evidence**

- Ensuring due process for all stakeholders

Step 5: Findings and Recommendations

- The committee prepares a detailed report including:
 - Findings of the investigation
 - Determination of validity of complaint
 - Recommended corrective or disciplinary actions

Step 6: Final Decision

- The final decision is made by the competent authority (as per University rules, typically the Vice Chancellor or designated authority).
- Implementation of actions is coordinated by HR and relevant departments.

6. Investigation Committee

The Investigation Committee is responsible for ensuring impartial and evidence-based inquiry into reported complaints.

Composition:

- Five senior members appointed by the University Administration
- Members selected based on experience, integrity, and institutional role

Responsibilities:

- Ensure fair and unbiased investigation
- Maintain confidentiality of all parties
- Prevent conflict of interest during proceedings
- Submit timely and evidence-based reports
- Recommend corrective, disciplinary, or preventive measures

7. Confidentiality and Data Protection

- All complaints and proceedings are treated with strict confidentiality.
- Information is shared strictly on a need-to-know basis.
- Retaliation against complainants is strictly prohibited and subject to disciplinary action.

- **Records are securely maintained by the HR Department.**

8. Protection Against Retaliation

Air University strictly prohibits any form of retaliation against individuals who report concerns in good faith. Any retaliatory action will itself be considered a disciplinary offense and will be subject to investigation and sanctions.

9. Record Keeping and Documentation

- **All complaints, investigation reports, and decisions are securely archived by the HR Department.**
- **Summary reports may be generated for periodic review and institutional learning.**
- **Data is used to improve policies, strengthen governance, and prevent recurrence of issues.**

10. Review and Continuous Improvement

This policy will be reviewed periodically to ensure alignment with:

- **Institutional needs**
- **Regulatory requirements**
- **Best international practices in governance and ethics**

Amendments may be made with approval from the competent authority.

Queries Information

Logout

User Panel

Profile Information

Name

Ms. Mehreen Ishlaq

Department

Cell

Email

mehreenishlaq@mail.au.edu.pk

Designation

Assistant Director

Queries Information

Total Queries : 4

Pending

0

Processing

0

Completed

4

Forward

0

Pending Queries

Processing Queries

Completed Queries

Forward Queries

Show

25

entries

Search:

Ticket_Number

User_Type

Reg/Emp_No.

Requester

Contact No / Ext.

Forward_By

Query_Type

Query_Date

Resolution_Date

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next



AU Deans/HoDs Dashboard

User Name

QEC-0009

Password

XXXXXXXXXX

Login





TELL THE REGISTRAR

Secure Communication Gateway for Students, Faculty & Staff



Student Portal

Register Academic or Administrative Issues



RSC Admin

Registry Oversight & Workflow Stage



Registrar Office

Registrar Office



Air University Online Faculty Portal

AU Online Faculty Portal

The Air University Online Faculty Portal provides access to all the necessary faculty-related portals for conducting seamless activities efficiently.

Instructions:

- Please utilize your current Username and Password as utilized in the Oracle System.
- Please email at Webmaster@au.edu.pk for technical query.

Login Your Account

User Name

QEC-0000

Password

Login

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Web Administration || Automation Department

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