REPORTING SYSTEM

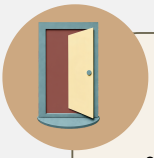
1. APPROACH

Confidentiality | Procedural Fairness | Opportunity to be Heard

SHIC follows a structured process for receiving, examining, and resolving complaints of sexual harassment.

The process ensures confidentiality, procedural fairness, and an opportunity for all parties to present their accounts, evidence, and witnesses.

2. REPORTING CHANNELS



WALK-IN REPORTING

- OAI maintains an open-door approach from Mon-Fri, 09:00 - 17:00.
- Walk-in requests, concerns, and complaints are welcome.



EMAIL REPORTING

- For matters outside office hours, email is preferred.
- Emails are generally acknowledged immediately, or within the same day, including weekends.

3. CONFIDENTIALITY

Confidentiality is a **fundamental principle** throughout the complaint and inquiry process. OAI and SHIC maintain internal safeguards to protect case information. Any disclosure outside the proceedings, and any resulting breach, reputational harm, or other damage, falls beyond their ability to control or mitigate.



Access to the mailbox is restricted to the Convenor, Director, and the Gender and Inclusion team members designated for this purpose.

4. INQUIRY PATHWAYS

As outlined in the LUMS Sexual Harassment Policy 2025, there are two ways a complaint of sexual harassment can be reported: informally and formally.

4.1 Informal Inquiry

The primary objective of the informal inquiry mechanism is to take preventive action, so that minor violations are detected early and an appropriate warning is given to the accused person to stop offending behaviour before it reaches a higher degree of seriousness. Informal complaints generally involve multiple, separate meetings with the parties until a mutually acceptable resolution is reached. No-Contact-Orders may also be issued if a matter requires it.

Statutory/expected period
30 days

Typical completion time
2–3 weeks from initial report

Average time expended per informal complaint
10–12 hours

Additional details
No penalties, no cross-examination, can be converted to a formal inquiry

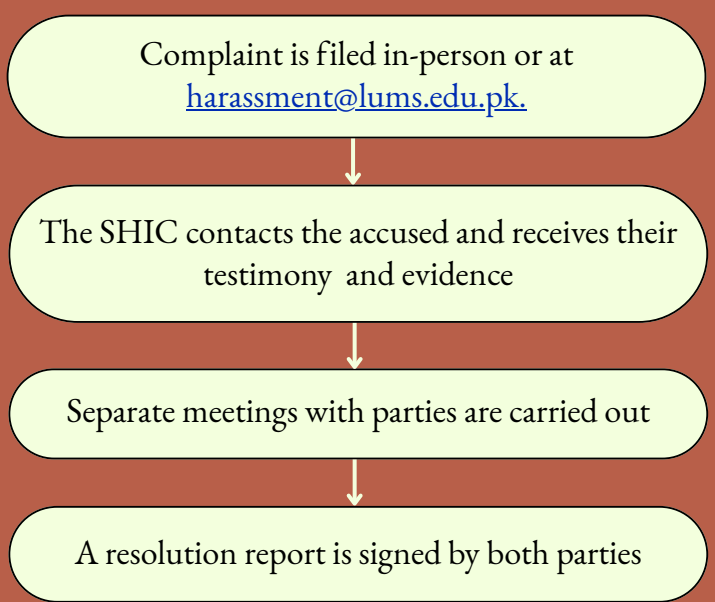


Fig 1. Informal Inquiry Procedure

4.2 Formal Inquiry

As opposed to the informal process, the formal mechanism follows a more extensive line of inquiry. A complaint must be submitted in writing to OAI, followed by multiple, separate meetings with the parties, cross-examination of evidence, hearings, witness testimonies, committee deliberation, and a final report with findings and penalties if charges are established.

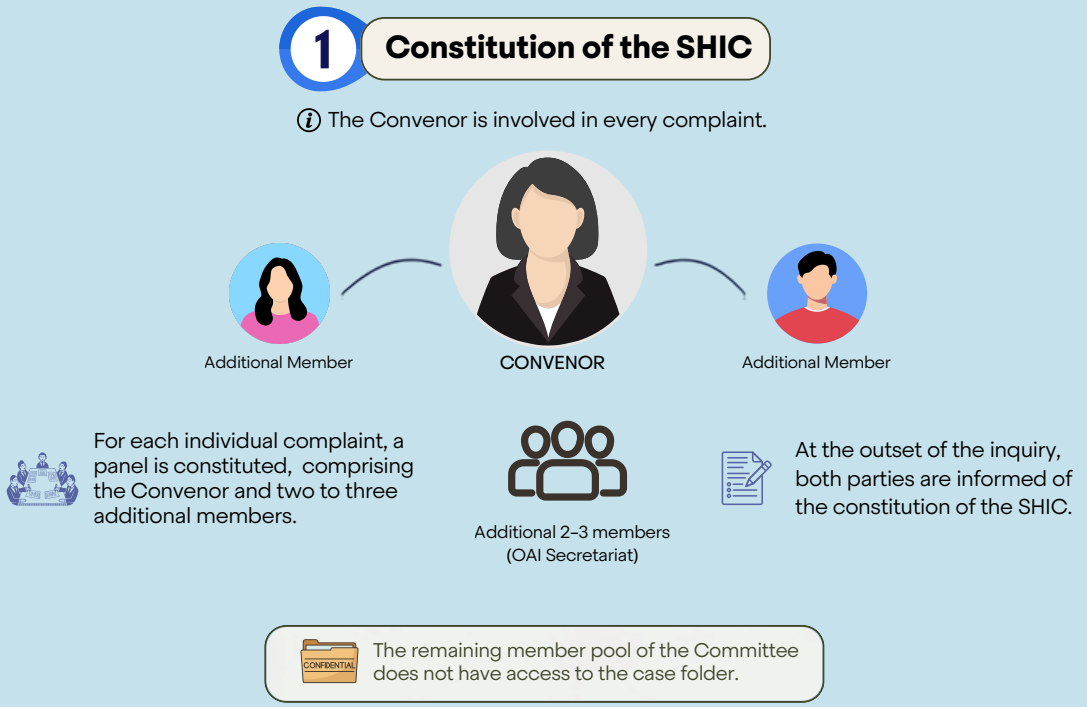
Statutory/expected period
30 days

Typical completion time
30-45 days from initial report

Average time expended per formal complaint
96 hours

Additional details
Penalties may be imposed, decision can be appealed by either party to the Punjab Ombudsperson's Office

What does the formal inquiry entail?
Once OAI receives a formal complaint in written form, the inquiry begins with the constitution of the Committee. The process is explained in detail from Page 23-29.



Concerns Regarding Bias or Influence

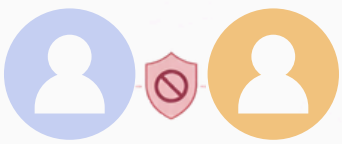
If either party believes that a member of the SHIC may have a conflict of interest, bias, or undue influence, they may raise the concern in writing.

- With the Convenor at the beginning of the inquiry
- Directly with the Competent Authority (Vice Chancellor)

The Competent Authority may, where appropriate, advise the reconstitution of the SHIC.

Safeguards at the Beginning of the Inquiry

No-Contact-Order



As a standard procedure, a No-Contact Order is issued between the complainant(s) and accused person(s) at the beginning of the inquiry.

Each party is responsible for complying with the Order. Any alleged violation should be reported to SHIC immediately.

Right to a Representative



Each party has the right to appoint a representative who may accompany them during interviews and hearings before SHIC.

- May be from within or outside LUMS
- Does not have to be a lawyer

The decision to appoint a representative is entirely a matter of the individual's choice and comfort.

2 Preparation of the Complaint and Defence

Complainant

Prepares the complaint

Accused / Respondent

Prepares the defence or response

CASE FILE

- **Written statements and responses**
- **Relevant documents**
- **Documentary or other evidence**
- **Names and information of witnesses**
- **Any other supporting material**

These submissions form an important foundation for the inquiry and may also be relevant if the matter proceeds to an appeal.

The preparation of these materials can be extensive. Parties may seek assistance from SHIC through the Convenor or G&I team at OAI during this stage.

3 Conduct of the Inquiry

Once the inquiry is underway, both parties are provided opportunities to participate meaningfully in the proceedings.



Meetings with SHIC

Either party may request a meeting with SHIC at any point during the inquiry where they consider such a meeting necessary.



Addition or Amendment of Information

Each party may amend or supplement their complaint or defence with information that becomes material to their case. This right continues until SHIC convenes to make its final determinations.



Statements Under Oath

All statements made during the inquiry, whether submitted in writing or provided verbally, are treated as statements made under oath.



Responsiveness of the Parties

Both parties are expected to remain responsive to communications and requests from SHIC throughout the proceedings.



Where a party remains unresponsive, the Committee may proceed against that party *ex parte*.

4 Evidence and Witnesses

Both the complainant and the accused/respondent have the right to read and respond to witness statements or testimony and evidence presented by the other party.

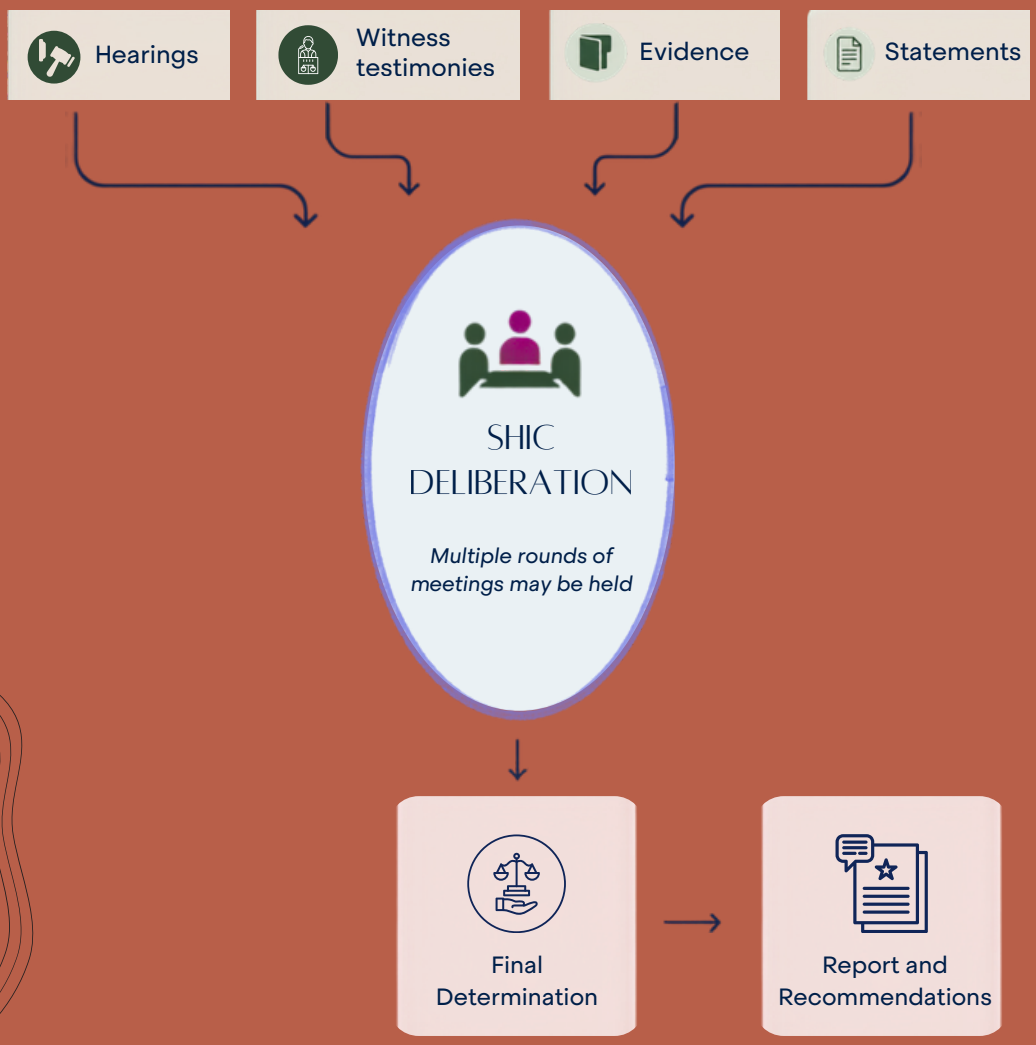


Exception: Safety and Security

The only exception applies where, in the opinion of SHIC, particular evidence or a witness must remain anonymous because of significant concerns relating to the safety or security of the persons involved.

5 Deliberation and Final Determination

Once the necessary statements, evidence, witness testimonies, and hearings have been completed, SHIC proceeds to deliberate on the matter.





The report-writing process requires the Convenor and OAI Secretariat to revisit and consider the relevant statements, witness testimonies, evidence, and hearing records before finalising the report.

6 Appeals Process

1. SHIC decision and recommendations communicated by the Competent Authority

2. **30 DAYS** to initiate an appeal

   The 30-day period begins from the date the report is communicated to the party by the Competent Authority.

3. **Office of the Ombudsperson, Punjab**

   Appeals lie directly before the Office of the Ombudsperson, Punjab. The appeal is against the order of SHIC.

Who may appeal?

Any party aggrieved by the decision has the right to appeal.

Legal representation

The Office of the Ombudsperson does not require a party to be represented by a lawyer. Obtaining independent legal representation is a matter of personal choice.

Whom does LUMS Legal represent?

Where an appeal is filed, LUMS's legal team handles the matter on behalf of SHIC only. The legal team does not represent either the appellant or the respondent.

⚠ Where an appeal is filed, the appellant and respondent may be summoned by the Ombudsperson for a hearing or interview. If a party does not appear, proceedings may continue ex parte. SHIC and the LUMS legal team are not authorised or responsible for presenting arguments or information on behalf of any other party.

SUPPORT AND REPORTING

The work reflected in this report is part of an ongoing institutional commitment to safety, dignity, accessibility and inclusion. While the year's data provides an important account of the concerns brought forward and the University's response, it also points towards the continued work required to strengthen awareness, reporting and accountability. The Office remains committed to supporting members of the LUMS community and to strengthening the systems through which concerns can be addressed.

ON-CAMPUS SUPPORT

OAI - Gender & Inclusion Team

For guidance, support and reporting related to sexual harassment, gender discrimination and inclusion concerns at LUMS

harassment@lums.edu.pk | Room 0-12/A Ground Floor, SAHSOL | Walk-ins welcome!



Counselling and Psychological Services (CAPS)

For confidential emotional and psychological support for LUMS students, including support following difficult or distressing experiences.

student.counselling@lums.edu.pk | Emergency Helpline: **0307 0247704**

OFF-CAMPUS SUPPORT

Digital Rights Foundation

For support with technology-facilitated harassment, online abuse, threats, privacy violations and other digital safety concerns.

Helpline: **0800-39393**

www.digitalrightsfoundation.pk/helpline

National Cyber Crime Investigation Agency

For reporting cybercrime, online threats, harassment, impersonation, blackmail and other technology-related offences.

Helpline: **1799**

www.nccia.gov.pk