



Policies & Procedures Manual

UIT University

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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.

Policy and Procedures for Grievances in the University Community

1. Preamble

- 1.1. Any type of complaint might happen at work. Workplace complaints should be brought to light and settled as soon as feasible for the benefit of the entire University community. A university-level policy and procedure document must be created in this situation to benefit the university's staff, faculty, students, and management personnel. Thus, a process for the settlement of complaints from the University community has been outlined in this policy and procedure document. The goal is to resolve individual complaints quickly, fairly, and within the University using the procedures set up to do so.

2. Introduction

- 2.1. Relationships between students, faculty members, staff, and those in decision-making roles occasionally experience legitimate issues, disagreements, or complaints. A procedure that enables these issues to be dealt with consistently, equitably, and timely is advantageous to all of the aforementioned parties. The problems of its community will be promptly and fairly addressed by UIT University. The University is aware that positive interactions with both its students and staff can be preserved and enhanced through efficient communication. The best way to advance collaboration and understanding is through all parties' honest efforts. The grievance policy's provisions have been established to give university community members a place to voice concerns about their roles, employment, interpersonal relationships, or decisions affecting them and to ensure that the proper channels are open for resolving workplace grievances.

3. Scope

- 3.1. In accordance with this policy, disputes between members of the university community, such as staff, faculty, and management personnel, may be settled through a specific procedure. Only complaints about specific acts taken by the respondent against the complainant or behaviors specifically directed at the complainant are subject to this process. The University's generally applicable rules and procedures will not be challenged through this process. The process described here may also only be used when the departments, the faculty, or the University has not already created another procedure. Grievances regarding salaries, reappointments, promotions, and claims of harassment or discrimination based on gender are specifically excluded.
- 3.2. Aside from that:
 - 3.2.1. No existing rules or established procedures may be contested, changed, or eliminated using the procedure described in this document.
 - 3.2.2. Dealing with interpersonal disputes.
 - 3.2.3. Addressing any claims of wrongdoing or unprofessional behavior.
 - 3.2.4. Addressing complaints made by people who claim their civil rights have been violated.

Grievance Committee

- 6.7. To hear a specific grievance, a Grievance Committee made up of three (3) members shall be chosen from among the Grievance Panel's members.
- 6.8. Within ten (10) working days of receiving the grievant's written complaint, the chair of the grievance panel will convene the grievance committee (after consulting with the complainant and respondent).
- 6.9. The Grievance Panel's Chair will choose the Grievance Committee's Chair and Secretary.
- 6.10. The Chair of the Grievance Panel may participate in grievance committees, among other things. If that person is also a member of the grievance committee, the chair of the grievance panel will preside over the committee.
- 6.11. Only the complainant, the respondent, and members of the Grievance Committee are permitted to attend the entire hearing. Only when delivering testimony may additional witnesses be present.
- 6.12. Staff representatives will only be invited to the grievance committee if they are either the respondent or the grievant.
- 6.13. Student representatives will only be invited at grievance committee hearings where a student is either the respondent or the grievant.

7. Grievance Policy: General Provisions

- 7.1. **Grievance Submission:** If a specific issue cannot be resolved amicably within ten (10) working days, a grievance must be submitted in writing to the Chair of the Grievance Panel (on Grievance Form) within twelve (12) working days of the incident. Failing this, the issue will no longer be eligible for consideration.
- 7.2. **Applicability:** In most circumstances, the grievance policy rules in this document apply to most of the university community. If there is any doubt regarding their applicability in a given situation, advice from the HR office should be sought.
- 7.3. **Safety in pursuing the complaint:** Issues should, whenever feasible, be resolved through open discussion between both parties. No complainant should be afraid to pursue their complaint or worry about being coerced or subjected to reprisal.
- 7.4. **Grievance Upheld or Rejected:** The University will try to ensure that the grievance is carefully, fairly, and expeditiously considered whether it is upheld or rejected. A justification for the decision to uphold or reject the grievance will be provided to the complainant.
- 7.5. **Disciplinary Consequences:** If a complaint is found to be malicious and baseless after official proceedings, disciplinary action will be taken against the complainant.
- 7.6. **Record keeping:** Written records will be maintained at each level of the formal procedure. The Grievance Committee Secretary shall keep a written record of all actions the committee takes regarding a specific grievance and will provide this record to all parties upon request.
- 7.7. **Confidentiality:**

weight of the evidence. Most of the Grievance Committee members present at the Hearing will decide whether to recommend sustaining or denying the grievance.

7.17. **Remedy:** A complainant may ask for specific remedies. If the Committee recommends that the grievance be upheld, it will discuss and suggest a suitable solution.

7.18. **Transmit of the Recommendation(s):** The Committee will quickly transmit its recommendation(s) to the University's Vice Chancellor through the Chairperson of the Grievance Panel and the University Registrar.

7.19. **Grievance Resolution:** The Vice Chancellor will resolve the complaint after consulting with the Registrar and the Chairperson of the Grievance Panel. In his or her sole discretion, the Vice Chancellor may accept or reject the Committee's recommendations in whole or in part. The Vice Chancellor's decision is final and will be delivered to the complainant and respondent in the appropriate manner.

7.20. **Implementation:**

7.20.1. The procedure outlined in this policy is intended to facilitate the internal resolution of disputes among university community members.

7.20.2. The University anticipates that those involved in the process will make a good faith effort to closely adhere to the guidelines outlined in this policy.

7.20.3. There might be instances where grievance process participants err while endeavoring to follow this policy's instructions. If the Chair of the Grievance Panel is quickly made aware of such an error, the University will take reasonable steps to fix it, if possible.

7.20.4. Failure to follow this policy's standards will never be the basis for a lawsuit against the University or those participating in the grievance procedure.

8. Grievance Procedures:

8.1. Informal Resolution Procedure

Steps taken by the Grievant	
Step No	Details
1	Present a complaint orally to the immediate supervisor and talk about it.
2	If the problem is still not remedied, take your complaint to the next management level.
3	Execute this procedure (if required) up to the organizational head level.
4	If the complaint is against a member of the supervisory chain, move on to the next supervisory level.
5	The complainant may submit a written grievance form if the discussions are unsuccessful.

9. Formal Resolution Procedure

9.1. Submission of Grievance Form (Procedure):

Steps taken by the Grievant	
Step No	Details

12. Keeping of Records Procedures

Secretary of the Grievance Committee's actions	
Step No	Details
1	Maintain a written record of the committee's activities.
2	Keep a written record of each action the Committee takes in response to a specific grievance.
3	Upon request, provide the parties to the grievance with a copy of the hearing's transcript.
4	Deliver the written report of the grievance proceedings to the Parent Department and Office of HRM.
The Office of HR's Actions	
1	A copy of the Grievance Committee Report should be placed in the respondent's (grievant) personal file.
Parent Department's Actions	
1	Add a copy of the Grievance Committee Report to the respondent's (grievant) record.

13. Grievance Committee Recommendation Procedure:

Committee Actions	
Step No	Details
1	Release the complainant and respondent following the Hearing.
2	Go over the testimony that was given at the hearing.
3	Conduct voting during the hearing among the Committee members present to decide whether to uphold the grievance.
4	Make a final recommendation after the Grievance Committee members present at the Hearing decide whether to uphold or reject the grievance.

14. Remedy Procedure:

Grievance Committee Actions	
Step No	Details
1	If the Committee advises that the grievance be upheld, the following steps must be taken:
1.1	Discuss and recommend an appropriate remedy.
1.2	Choose a remedy by a simple majority of the Committee members present at the hearing.

15. Report of the Recommendations:

The Chair of the Grievance Committee's actions	
Step No	Details
1	Draft a report summarizing the committee's recommendation(s).

Appendix 'A' Definitions and Interpretations

Term	Definition
Disciplinary Matter	The Competent Authority may decide that the case should be handled in accordance with disciplinary SoPs where the complaint amounts to an allegation regarding another member of the university community. In the event of a complaint, disciplinary action may be conducted against a different member of the university community.
Grievance	A formal, written complaint from a member of the university community that a choice made or other action (or inaction) by a person or group in a decision-making position in the Department is unfair (i.e., arbitrary, impulsive/whimsical, without good cause, retaliatory, based on personal malice, and/or inconsistent with treatment given to the grievant peers in similar circumstances)
Harassment	Harassment claims should not be handled through the individual grievance system. There are distinct SoPs on harassment at the university.
Immediate Supervisor	The person with administrative authority to control the grievant's activity is their immediate supervisor (employee or staff member). He or she is the one to whom the grievance statement is delivered for informal resolution.
Respondent	The person or people whose decision, deed, or inaction forms the foundation of the complaint.
University Community Member	The term "University Community Member" refers to full-time permanent staff, contract employees, and students at the university.

19. Appendix 'C' Grievance Form for University Community Member

Name	Employee/Student ID
Department	Date

Please respond with the details provided below:

- Five typewritten pages maximum should be used for the response, which you should attach to this form.
- Give a thorough account of the incident, circumstance, or condition that gave rise to the complaint. The response will include the following information:
- the name(s) of the person(s) against whom the complaint is made (the "respondent(s)");
- a detailed description of the factual basis for the complaint; a mention of any harm or damages that may have occurred;
- a description of the reasonable and good faith efforts made by the complainant to resolve the issue informally; and
- a description of the remedy or relief that the complainant is seeking.
- List each person's name, contact information (including phone number and email address), and potential attendance at a grievance meeting.
- Include any necessary supporting paperwork in the package and deliver it to the Chair Grievance Panel.

Signature