

GA 13. Staff Grievance Policy

Title:	Staff Grievance Policy
Policy Number:	GA 13/9.2014
Effective Date:	September 1, 2014
Issuing Authority:	Administration

1. RATIONALE

The purpose of the grievance policy is to ensure that the staff concerns, problems, or complaints are addressed and resolved satisfactorily on a basis mutually acceptable by all parties. Grievances include but are not limited to any violation of University policies, academic freedom, misconduct, discrimination, inequality, work conditions, sexual harassment and/or violation of employment contract. It is expected that the grievant staff first solve the problem informally before any formal written grievance is filed.

2. PROCEDURES

Informal Grievance Stage:

- 2.1 If a staff has a complaint against any other member working at RHU, they should first try to solve the problem by direct approach to the employee involved.
- 2.2 Grievant has the right to be accompanied by work colleague as witness to confirm the complaint issue.
- 2.3 If the problem remains unsolved, the employee may refer to Department Head to resolve the issue or to second level management if Department Head is part of the conflict.
- 2.4 If the conflict remains unsolved or if grievant is still unsatisfied after the informal stage, the grievant has the option to move into the formal stage.
- 2.5 All grievance proceedings shall remain confidential and a reference to the Human Resource is highly recommended.
- 2.6 If department head or second level management believes the issue of grievance is of high effect and great violence to the University Policies they should highly recommend the grievant to write a formal grievance letter.

Informal Grievance Stage:

- 2.7 A formal grievance should be written by the affected staff within a period of 30 calendar days of the date when the grievance action happened.
- 2.8 Any dissatisfaction with University policies is not a basis for any grievance. Malicious or false grievances are treated as misconduct actions and are subject to Disciplinary Action Policy.
- 2.9 The formal grievance process starts with completing and signing Staff Grievance Form and submitting it accompanied with any other necessary and related material to department head or second level management if department head is subject to grievance. The grievant should receive an acknowledgment receipt by the form and attached materials from the department head or second level management within a period of one week. The HR Department should get a copy of the form and material attached.

- 2.10 It is the responsibility of department head or second level management to conduct an investigation and necessary interviews relevant to the complaint and to write a brief report by its findings and recommendation within a period of one month. Copy of recommendations should be sent to grievant, HR, concerned VP, and respondent.
- 2.11 The HR Department monitors the grievance process, provides advice, and keeps records of process, findings, and decisions.
- 2.12 If grievant or respondent are dissatisfied by the recommendations, they can request a review of recommendations by concerned VP within a period of 14 calendar days. If the grievant or respondent administrative unit falls under Office of the President, the President may be requested to review the recommendations.
- 2.13 The VP, and President have the right to form a staff grievance panel to review the recommendations. The staff grievance panel is made up of 3 members: VP for Administration /VP Academics, HR personnel, and a director of a department not involved in the grievance. President may also be part of panel if grievant falls under his administrative unit. The recommendations of staff panel should be reviewed and approved by President within a period of 30 calendar days.
- 2.14 The President advises the staff panel, grievant, and respondent by his decision that should be final and binding within 15 calendar days.
- 2.15 All grievance proceedings shall remain confidential.

3. STAKEHOLDER IMPACT AND SCOPE

It is the responsibility of RHU members to familiarize themselves with policies and procedures relevant to their area of work, and to adhere to its contents.

4. RELATED DOCUMENTS

- > Grievance Form

5. APPROVAL AND REVIEW

Approved by RHU Administrative Board on October 22, 2024