جامعة الخليج الطبية
GULF MEDICAL UNIVERSITY
ACADEMIC HEALTH CENTER

GMU-POL-S05-013 - Faculty and Professional Staff Grievances

Standard 05: Faculty and Professional Staff

Process Owner	HR department
Prepared by	HR department
Reviewed by	Vice Chancellor Academics
BOT Approval	Approved
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Modification History

Policy / Version Number	Date	Revision Summary
1.1	01.01.2019	Format changed with inclusion of document control information
1.2	20.12.2022	Policy owner changed to the HR department
1.3	10.05.2024	The policy and procedures are reviewed to be clearer. The roles and responsibilities of the relevant stakeholders have been added to the policy section.

Relevant to

All Faculty and Staff.

Used with

Faculty and Staff Appeals Policy, Disciplinary Policy

Purpose and Scope

The primary objective of this policy is to establish a systematic approach for addressing and resolving faculty and staff grievances within GMU. The workplace diversity necessitates mechanisms to manage potential miscommunications and misunderstandings effectively, which could otherwise deteriorate morale and productivity. By fostering a culture of open communication and immediate feedback, this policy aims to pre-emptively resolve disputes and conflicts, thereby bolstering overall organizational performance and workplace harmony.

This policy encompasses all employees of GMU, irrespective of their job role, or employment type (full-time, part-time). It covers a wide range of grievances, including but not limited to issues related to workplace conditions, interpersonal relationships, discrimination, harassment, and any other matters pertaining to employment.

Abbreviations and Definitions

1. Grievance: A grievance is defined as a formal complaint raised by an employee concerning significant obstacles to their employment terms or professional capacities, often due to serious procedural or policy violations.
2. Grievance Redressal: Grievance redressal refers to the formal process by which complaints or issues raised by an employee about workplace injustices or dissatisfaction are addressed and resolved.

Policy

1. All employees shall be treated with fairness and respect, without discrimination

1. All employees shall be treated with fairness and respect, without discrimination.
2. Complaints and grievances shall be addressed promptly and with courtesy, ensuring that no employee feels overlooked or marginalized.
3. The grievance handling process shall be governed by the principles of natural justice, including the right to be heard and the right to a fair judgment.
4. Confidentiality of the grievance process shall be maintained to protect the interests and privacy of all involved parties.
5. Unresolved grievances shall be escalated to the Chancellor of GMU, ensuring that employees have access to higher authorities in the absence of satisfactory resolutions at lower levels.
6. External appeals and legal proceedings related to grievances shall be handled in accordance with applicable laws and regulations, separate from the internal processes.
7. Roles and responsibilities:

- **Senior GMU Administrators:**
  - Oversee the implementation of the grievance policy across the university.
  - Ensure that all managers and department heads are trained on the procedures.
  - Monitor the effectiveness of the grievance handling process.
- **Human Resources Department**:
  - Serve as the primary point of contact for grievances related to for grievances.
  - Provide guidance and support to employees and supervisors in handling grievances.
  - Maintain records of all grievances and their resolutions for compliance and review.
- **Faculty and Staff:**
  - Familiarize themselves with the grievance policy and procedures.
  - Report grievances in accordance with the established procedures.
  - Participate in the grievance process in a constructive and cooperative manner.
- **University-level Grievance Committee (Terms of Reference:** Link**):**
  - Review formal grievances submitted by faculty and staff.
  - Conduct hearings and investigations as needed to resolve the grievances.
  - Provide recommendations to the Chancellor based on findings from the grievance process.
- **Chancellor**:
  - Make final decisions on grievances based on recommendations from the University Grievance Committee.
  - Ensure that decisions comply with university policies and applicable laws.
  - Communicate decisions to the involved parties and oversee the implementation of resolutions.

Procedures

1. Employees are encouraged to address their grievances initially with their direct supervisor to seek immediate resolution. If this step does not resolve the issue, the grievance can be escalated to higher administrative levels.

2. If informal steps are unsuccessful, employees must file a formal grievance to the HR Department no later than 60-days following the initial decision from their administrative unit.

3. The HR Department shall discuss the submitted grievance with the Chancellor before inviting the University-level Grievance Committee for an investigation meeting.

4. The University-level Grievance Committee is responsible for reviewing submitted grievances, conducting formal hearings, and attempting to resolve issues within 45-working days of the grievance filing. Hearings are conducted to gather facts, witness testimonies, and to fairly evaluate the grievances presented.

5. Recommendations are made by the committee to the Chancellor within 20 working days post-hearing. The Chancellor then has seven working days to make a final decision, which is communicated back to the involved parties. The Chancellor's decisions are are expected to align with the highest standards of fairness, integrity, and adherence to the institutional rules and policies.

6. Faculty and Staff can appeal against the decision according the “Faculty and Professional Staff Appeal” policy (Link)