



Staff Grievance Policy

Policy Code:

Department:

Abbreviations and Definitions

ASU	Applied Science University (also referred to as the University)
BOT	Board of Trustees
HRD	Human Resources Department
UC	University Council
VP	Vice President
Employees	Which includes, director, head of department, office manager, administrative, technician and service staff.

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Version Control & Sign-Off Sheet

Version Control			
Date	Author Version	Version	Change Reference

Approvals		
Designation	Signature	Date

Effective Date		
Policy Owner	Version	Date

1. Purpose for Policy:

- 1.1. The purpose of this policy is to provide guidelines to administer the procedures for any member of staff who wants to apply for a grievance.

2. Policy Statement

- 2.1. ASU will work at building harmonious working relationships amongst staff at all levels.
- 2.2. The aim of this policy is to provide aggrieved employees with the procedure through which their grievances are addressed to ensure a conducive working environment where they can realize their full potential and their performance is not hampered due to unresolved differences.

3. Grievance Procedure

- 3.1. The Staff Grievance Procedure shall be available to any employee.
- 3.2. An employee may proceed with raising a grievance when he/she experiences:
 - 3.2.1. Actions or decisions against him/her that are inconsistent with a specific University rule, regulation or policy.
 - 3.2.2. Suspensions, demotions or other disciplinary action(s).
 - 3.2.3. Involuntary termination (involuntary terminations do not include the resignation or retirement).
 - 3.2.4. Outcomes of performance evaluations.
- 3.3. An employee may not proceed with raising a grievance when he/she wishes to challenge issues concerning:
 - 3.3.1. Flexible work options/decisions.
 - 3.3.2. Reduction/retrenchment of staff.

3.3.3. The reorganization of a department or reallocation of its resources.

3.4. The University shall follow the steps listed below as part of the grievance process. Through this process, the University strives to ensure the consistently fair and equal treatment of employee grievances.

3.4.1. Grievance resolution through discussion with the employee's Line Manager:

The first step to resolve an issue shall be direct communication with the employee's Line Manager. The University shall urge all employees to discuss their employment concerns, problems, or questions with their Line Manager, who shall be expected to foster and establish effective two-way communication with the employees they supervise. Effective communication between employees and their Line Manager serves the best interests of both the employee and the University.

- 3.4.1.1. The employee shall discuss the issue in detail with their Line Manager. They shall explain the nature of the problem and its effect on them.
- 3.4.1.2. In resolving these problems, Line Managers shall consider a variety of needs, including those of the University as a whole, the individual department and their own organisational area of responsibility.
- 3.4.1.3. In the event an employee has an issue with their Line Manager or the Line Manager cannot resolve the issue, the employee may choose to go one level above the Line Manager or go to the HRD. Even if the Line Manager is not at the centre of the problem, the employee is free to approach the HRD directly.
 - 3.4.1.3.1. If the employee has an issue with a member of academic staff, the employee should approach the Dean and then the HRD.

3.4.1.3.2. In a case where an employee approaches the HRD, the HRD shall discuss the issue with all members involved in an informal setting, and try to resolve the issue through mediation and negotiation.

3.4.1.3.3. In a case where the HRD/Line Manager or the Director/Dean cannot arrive at a decision or no resolution is achieved, the employee shall be asked to file a formal grievance.

3.4.2. Appeal to the Dean/Director

If an employee feels that the discussions with his/her Line Manager (Step 3.4.1.1) have been inadequate or have resulted in an unsatisfactory solution to the problem, the employee may initiate an appeal to their Dean/Director. If the employee has an issue with Dean/Director, then they may go one level higher.

3.4.2.1. The employee shall begin the process by completing the Grievance Form. The form shall contain the details describing the problem, the facts pertaining to the dispute, the Line Manager's response to the problem and the reason(s) for the employee's dissatisfaction with the supervisor's response.

3.4.2.2. Upon receiving a written complaint, the Director/Dean shall clarify whether the procedure outlined in Step 3.4.1.1 for informal resolution of the grievance was properly completed by the administrative/academic staff. If not, then the employee may be asked to go back and complete the procedure.

3.4.2.3. The Director/Dean shall promptly review the written statement and arrange a meeting with the employee to determine what action, if any, is advisable or required. Under normal conditions, the Director/Dean shall make a decision and communicate that decision, in writing, to the employee, within five working days of the meeting.

3.4.3. Appeal to the Vice President

If the Director's/Dean's decision does not resolve the problem to the satisfaction of the employee, the employee may appeal the matter to a higher-level administrator within his/her organisational hierarchy.

- 3.4.3.1. Academic staff shall appeal to the VP of Academic Affairs, whereas administrative employees shall appeal to the VP of Administration, Financial Affairs and Community.
- 3.4.3.2. This step in the University's Staff Grievance Procedure shall require the employee to prepare a written statement that describes the reason(s) for his/her dissatisfaction with the Director's/Dean's decision. The statement shall include (as attachments) a copy of both the written statement that the employee previously sent to the Line Manager and the Director's/Dean's written response.
- 3.4.3.3. The VP to whom the appeal has been sent shall promptly review the written statement, investigate the issue, and arrange a meeting with the employee to determine what action, if any, is advisable or required. Under normal circumstances, the VP shall provide a written decision to the employee.

3.4.4. Appeal Review Board

If the decision of the VP does not resolve the problem to the satisfaction of the employee, then, as a final resort, the employee may choose to appeal the matter to an Appeal Review Board.

- 3.4.4.1. The Appeal Review Board shall consist of three members of the University's administration, selected by the UC.
- 3.4.4.2. The Head of Human Resources shall be a member of the Appeal Review Board.
- 3.4.4.3. The employee shall initiate this step by writing a request to the Head of Human Resources. The request shall specify the reason(s) for the employee's dissatisfaction with the decision of the Dean or Vice President. It shall include (as attachments) a copy of both the written statement that was previously sent to the Dean or Vice President, and the written decision of the Dean or Vice President.
- 3.4.4.4. The Appeal Review Board shall be constituted promptly, and arrangements shall be made to meet with the employee.
- 3.4.4.5. The employee may bring to this meeting a person of his/her choice to assist the employee in expressing his/her position with respect to the grounds he/she feels constitute a legitimate grievance.
- 3.4.4.6. The findings and recommendations of the Appeal Review Board shall be subject to review by the President.

- 3.4.4.7. Under normal circumstances, the written decision of the Appeal Review Board shall be transmitted to the employee within ten working days of the meeting.
- 3.4.4.8. The decision of the Appeal Review Board shall be final and shall not be subject to further appeal.