



Greenwich University

Policy Title:	Grievance Policy
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QUALITY ENHANCEMENT CELL

GREENWICH UNIVERSITY

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1. Purpose

This policy has been designed to provide the policy directions of Greenwich University for treating grievances of faculty, staff and students.

2. Scope

The purpose of this policy is to safeguard Greenwich University employees, faculty and students from unfair treatment at the University.

3. Policy statement

(This policy may be revised at any time without notice. All revisions supersede prior policy and are effective immediately upon approval.)

Situations may occur where an employee or student believes that the fair and consistent application of a policy affecting him or her has not been followed. In most cases, Greenwich expects that the employee or student will be able to satisfactorily address such concerns within his or her work area or group. However, when a recent or continuing problem has not been resolved within a particular work area or group, the University wishes to provide employees and students an alternative vehicle for doing so. No employee or student shall be subjected to discrimination or adverse treatment for participating in a grievance procedure.

4. Definitions

- **Discrimination:** The unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, sex, or disability.
- **Grievance:** A claim that the University has violated a published policy in the manner in which an employee or student was treated.

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5. Responsibilities

The Office of the Registrar, through the HR Department, Admissions Department, Communication Department and Examination Department is responsible for implementing this policy.

6. Policy Implementation Procedure

Greenwich University's grievance procedure consists of two steps:

- (1) Step I–Informal, and
- (2) Step II–Formal

Each step has its own procedures, as set forth below.

Time Limits

If an employee or student waits an unreasonable length of time before submitting his or her grievance or proceeding to the next step, the fact-finding process could be difficult and appropriate action inappropriate. As such, employees and students are strongly encouraged to follow the time limits set forth below. The Head of the Grievance Committee, or his or her designee, may waive the time limits if extenuating circumstances prevent the timely filing of the grievance.

The following time limits apply to this procedure:

Step I – Grievance must be filed within 14 days of the event(s) that lead to the grievance.

Step II –The grievance must be filed at Step II within 14 days of the supervisor's written response at Step I.

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Step I – Informal Step

In many cases, disputes over the application or interpretation of policy can be resolved through communications within a particular department or work area. As such, the first step in the grievance process is a discussion between the employee/student and the supervisor or the Head of Grievance Committee. The employee can initiate this step in one of two ways:

a) Talk with his or her supervisor/student counsellor

The employee/student should promptly bring the matter to the attention of the immediate supervisor/student counsellor, explaining the nature of the problem and the relief sought. The supervisor/student counsellor should respond within three business days, if possible. If the supervisor/student counsellor provides an oral response to the employee/student, the supervisor/student counsellor should prepare a written record of the response.

b) Talk with the Head of the Grievance Committee

If an employee/student cannot decide whether or not to initiate a grievance or is reluctant to discuss the matter with the supervisor/student counsellor, he/she may seek the advice of the appropriate Grievance Committee consultant for the work area who may seek to resolve the issue by discussions with the supervisor/student counsellor. The Head of Grievance Committee or the supervisor should provide a written response to the employee at the completion of this process.

If the informal procedure fails to resolve the grievance, and the employee/student wishes to continue the matter, they must begin the steps of the formal procedure no later than 14 calendar days after the receipt of the supervisor's response.

Step II – Formal Step

1. If the matter is not resolved at Step I, the employee/student may proceed to Step II by submitting a written statement to the Head of Grievance Committee. This statement should outline the relevant facts that form the basis of the employee's/student's grievance, indicating the University policy that has

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allegedly been violated, and stating the resolution sought. The statement should also identify the supervisor/student counsellor who was involved at Step I.

2. Upon receipt of the employee's/student's written statement, the Head of the Grievance Committee, or his or her designee, will:
 - a) Advise the employee's/student's department head of the grievance and determine if the Step I procedure was complied with. (If the Step I procedure was not followed, the human resources officer/student counsellor or his or her designee will refer the employee/student back to Step I unless the human resources officer/student counsellor determines that such referral is not likely to resolve the matter.)
 - b) Schedule a meeting with the employee/student, the department head, and the employee's supervisor/student counsellor. The meeting should be held promptly (if possible, within 14 calendar days of receipt of the employee's/student's written statement).
 - c) Act as chairperson of the meeting, hear both sides of the dispute, render a written decision following the hearing, and provide the parties with copies of the decision.

If the employee/student wishes, a fellow University employee/student may accompany him/her to the Step II meeting to provide support. However, this effort at resolution is not to be regarded as an adversarial proceeding and is not subject to the legal procedures of a court of law. The presence of legal counsel at the meeting is not permitted. Note taking is allowed, but tape recording of the meeting is prohibited.

Remedies

At each step in the grievance process, the individual representing the University may fashion a remedy that is consistent with his/her authority. If the University determines that as a result of a failure to follow policy the grieving employee/student had a financial loss, the University may provide compensation to the employee/student for the loss if he or she signs an appropriate release concluding the matter.

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Documentation

For employees, there are no specific documents or forms to be used under this policy. As set forth above, there are a number of places where written communication is required. That communication will typically take the form of a memorandum.

For students, there is an application form that the students can fill to lodge their grievance. The outcome of the grievance will be communicated to the student via email.