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**Policy Title: Grievance Resolution Policy**

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**1.0 Objective**

The objective of this policy is to provide effective, fair, equitable and just process to resolve staff members' grievances

**2.0 Scope**

This policy applies to all staff members of UMT.

**3.0 Policy**

There may be a situation where a staff member feels that he/ she has not been given fair treatment. The staff member must discuss these situations with his/her immediate supervisor first. The immediate supervisor/Head will document the discussion and try to resolve the issue. If the matter is not resolved amicably in the opinion of aggrieved staff member, a formal grievance procedure (given below) may be used. The employee may voluntarily discontinue the procedure at any step if he or she wants to do so.

**3.1 Process**

The grievance procedure consists of the following steps;

- a) Employee will report the grievance in writing to Head OHCM within three calendar days after discussion with his or her supervisor/Head.
- b) The Head OHCM will forward the grievance to the Grievance Resolution Committee along with his comments. The Grievance Resolution Committee would comprise of the following members.

**Rector's nominee**

- a) Dean/Director/CoD/HSO of the School/Institute/department in which the grievance occurred.
- b) However, if the grievance is against the concerned Dean/Director/CoD/HSO of the School/Institute/department he/she will not be a member of the committee. He/she may give testimony or present evidence before the committee.
- c) One Professor or an Associate Professor or an officer of rank M-1 or M-2.
- d) Manager Employee Relations Communication
- e) Head OHCM
- f) A nominee of the staff, if required.
  - Grievance Resolution Committee will take the perusal of the issue(s). After reviewing the evidence and testimonies presented by all parties, the committee will communicate the decision to Head OHR within the three working days after receiving the grievance. The Head OHCM will communicate the decision of the committee in writing to the concerned employee(s) within two working days of the decision.



- The Grievance Resolution Committee has full authority to recommend remedial action or adjustment deemed appropriate to resolve the grievance.
- A staff member aggrieved by the decision of the committee may tender an appeal within three days of receipt of the written decision of the committee, before the Rector. The Rector may constitute a new committee or refer the matter to the same committee for redressed of grievance.
- Employees should not feel reluctant to use this procedure, if they feel strongly about an issue or problem. It is the responsibility of management to settle any misunderstandings quickly and fairly.

#### **4.0 Compliance and Enforcement**

The OHCM is the responsible office to ensure implementation.