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Policy	Complaints and Grievances Policy	

A. Employee–Supervisor Relationship

1. If an employee has a complaint related to their work or wishes to appeal a decision made regarding them, they may first present their complaint verbally to their direct supervisor.
2. If the complaint is not resolved within five (5) working days in a manner satisfactory to the complainant, or if within that period it does not appear that the reason for the complaint is being addressed, the employee may submit a written complaint to the higher authority.
3. If the direct supervisor is the subject of the complaint, the employee may submit the complaint directly to the higher authority.
4. If the complaint is not resolved within an additional five (5) working days in a satisfactory manner, the employee may submit a written complaint to the Human Resources Department, which must resolve the matter in consultation with the relevant department.
5. If the issue remains unresolved after another five (5) working days, the Human Resources Manager must submit their recommendation to the Human Resources Committee for discussion and a final decision.
6. Once the Human Resources Committee takes a decision, a report with the case shall be escalated to the Vice President and the University President for review and final approval on the committee recommendation.
7. The employee is not permitted to stop working or neglect their duties while the complaint is under review; otherwise, the complaint shall not be considered.

B. Supervisor–Subordinate Relationship

1. Every direct supervisor must personally work to resolve problems arising from work relationships with their subordinates, as one of their managerial duties is “**problem solving.**”
2. If the supervisor fails to resolve an issue with a subordinate, they must discuss it verbally with the higher authority, if available, to reach a solution.
3. As a final step, the direct supervisor may refer the issue to the Human Resources Department for consultation and to reach a solution, whether administrative or legal.
4. The Human Resources Department must study the case, document the complaint, and recommend an appropriate solution to eliminate its causes within a maximum of two (2) working weeks.
5. No direct supervisor may impose any disciplinary action on a subordinate without first consulting the Human Resources Department, as HR is the entity responsible for all administrative disciplinary actions within the University.

