



## **GRIEVANCES**

A grievance may be defined as a complaint or dissatisfaction raised by an employee because of an act or omission by a fellow employee or Management. When an employee considers that his/her rights and agreed privileges have been tampered with, ignored or violated, he or she may raise a complaint.

### **Grievances Procedures**

Managing grievances shall follow the procedure below:

- i. The employee shall raise the grievance verbally with his/ her immediate Supervisor. The Supervisor should attend to the matter within two working days of the issue being raised, and the employee should be informed of the outcome.
- ii. If the issue is not resolved at the first stage, the aggrieved employee shall put his/ her grievance in writing and give a copy to his/her immediate Supervisor and the Head of Department. The employee's Supervisor/Head of Department will convene a face- to-face meeting within three working days. The written response of the Supervisor/Head of Department shall be communicated to the employee within a further three working days.
- iii. At this stage of the matter having not been resolved to the satisfaction of the employee, he/ she (the aggrieved employee) will formally take the matter to the Human Resource Director.
- iv. If the employee is still not satisfied with the outcome, he/she will put his/her grievance in writing to the Executive Director or Vice- Chancellor who will examine all decisions taken at previous stages and after a thorough examination of the circumstances arrange an appeal hearing of the case.
- v. The decision made at this stage will be final and will be communicated to the employee in writing.
- vi. At every stage of the grievance procedure, the employee has the right to be accompanied by a colleague.
- vii. Appeals lodged through third parties will not be accepted. Where an employee has appealed but simultaneously commences legal action against the University in a court of law, such an appeal will automatically lapse.