



Grievance Policy

2024-25

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1. Introduction

AFG College with UoA (referred as "AFG") is committed to ensuring that staff co-exist harmoniously and that any differences arising in the course of their work are resolved amicably. Every employee is entitled to have his grievances heard, using the outlined procedure.

2. Purpose

The purpose is to:

1. Provide aggrieved employees a machinery through which their grievances are addressed to ensure a conducive working environment where employees realize their full potential and their performance is not hampered due to unresolved differences.
2. Outline the relevant procedure for the process and to assign individual responsibilities for each of these steps to ensure that all aspects are carried out in a proper and efficient manner.
3. This policy supersedes all the previous information/procedures related to grievances.

3. Application

The HR Department shall be responsible for mediation to arrive at a satisfactory solution and confirms any decision/proposed action to the employee. This policy will be applied to: all staff who are involved in the process within AFG.

4. Procedure

1. An employee shall first report the grievance to his direct supervisor/Line Manager, who shall attempt to resolve it. But if the Direct supervisor/Line Manager is involved in the grievance, the grievance shall go to the next level Manager, and so on, up to Principal who is not involved in the grievance.
2. The grievance may be reported verbally, but if considered serious in the opinion of the employee and direct supervisor/Line Manager, it shall be reported in writing.
3. The concerned Head of the department shall address the issue verbally or in writing (depending on the seriousness of the matter) within five (5) working days in consultation with the HR Manager. Copies of the concerned Head of the department's response(s) should be sent to the HR Manager.
4. If the matter is not resolved to the satisfaction of the employee, the employee may appeal in writing to the Principal to intervene and to make a decision in writing.
5. If the matter is not resolved to the satisfaction of the employee and the grievance involves the Principal, the employee may present the matter to the Chairperson in writing. The decision of the Chairperson is final.
6. The complainant may choose to be accompanied by a colleague.

5. Grievance Factors

Grievances can be in relations to various factors. Since an exhaustive list of all these factors cannot be made, they have been highlighted as below.

- **Acts against the expected Professional Code of Conduct Policy.**
- **Harassment**

Harassment is defined as 'unwelcome and unreciprocated advances, requests for favors, and other verbal or physical conduct which results in the individual feeling threatened or compromised in any way, including but not limited to insulting, intimidating or discourteous conduct, as well as derogatory jokes or comments relating to race, color, religion, sex, age, disability, national origin, or sexual orientation.'

