




The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR GRIEVANCE HANDLING (CUEA/DVC ADM/HRM/07)	HR MANAGER
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0.2 RECORD OF CHANGES

No.	Date	Details of Changes		Authorization
	(dd-mm-yy)	Page	Clause/subclause	Title
1	21 June 2011	3	6.1 Inclusion of word “the HR Manager shall ensure that...” and timelines	HR Manager

0.3 Distribution / Circulation

This Standard Operating Procedure is available at relevant functions for authorized users.

1. PURPOSE

To ensure that grievances/complaints are treated seriously and investigated expeditiously.

2. SCOPE


This procedure covers all employees in CUEA.

3. TERMS AND DEFINITIONS

3.1 Definitions of Terms Used:

For the purpose of this procedure the following terms shall apply in addition to those already defined in the CUEA Quality Management Manual

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3.1.1 Grievance:

For the purpose of this procedure ‘grievance’ refers to a complaint made by an employee about perceived unfairness.

3.1.2 Handling:

In this context, ‘handling’ refers to the way of dealing with a grievance. Grievance handling therefore refers to the way of dealing with complaints made by employees.

3.1.3 Complainant:

Also referred to as plaintiff, is a person who files a charge or makes a complaint.

3.1.4 Concerned Party:

This refers to the employee who is in conflict with the complainant. The employee can be an employee’s colleague, functional HOD, Dean/equivalent, or HR Manager.

3.2 Abbreviations and Acronyms

3.2.1 HR - Human Resources

4. REFERENCES

This procedure makes reference to the following documents which form part of the QMS documentation:

4.1 HR Policies and Procedures Manual

4.2 ISO 9001:2008, Quality Management systems –Requirements clause 8.5.2 & 8.5.3

5. PRINCIPAL RESPONSIBILITIES

5.1 The HR Manager shall ensure that the procedure is being followed and adhered to.


6. METHOD

6.1 The HR Manager shall ensure that the complainant exhausts all informal avenues of grievance resolution with the concerned party within his/her reasonable timeframe

6.1.1 If the complaint is resolved, the complainant shall inform all the parties involved in the grievance in writing within three days

6.1.2 If it is not resolved, the Complainant shall write a note of grievance to his/her supervisor/HOD/Dean (if it does not involve him/her) or write directly to the HR Manager if the dispute involves the Supervisor/HoD/Dean; or to the relevant DVC if it involves the HR Manager

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6.2 The supervisor/HoD/Dean upon receiving the grievance shall verify and resolve it within 5 working days

6.2.1 If the supervisor/HoD/Dean resolves the grievance, he/she shall comment and inform the Complainant within a day

6.2.2 If the grievance is not resolved, he/she shall forward it to the HR Manager within 2 working days

6.3 The HR Manager shall, upon receiving the grievance, verify it

6.3.1 If the HR Manager resolves it, he/she shall comment and inform the Complainant within 2 working days

6.3.2 If the grievance is not resolved by the HR Manager, he/she shall forward it to the relevant DVC within 2 working days

6.4 The relevant DVC shall, upon receiving the grievance, verify it

6.4.1 If the grievance is resolved, the relevant DVC shall comment and inform the Complainant within a day

6.4.2 If the grievance is not resolved, the relevant DVC shall forward it to the VC within 2 working days

6.5 The VC shall, upon receiving the grievance, verify it

6.5.1 After a thorough investigation, the VC shall give a resolution and inform the Complainant in writing within 5 working days. It should be noted that the VC's resolution is final

6.5.2 However, if the Complainant is not satisfied with the resolution he or she may appeal to the University Council through the VC within a week.

7. APPENDICES

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