

CASP017- FACULTY GRIEVANCES POLICY

STATUS	<input checked="" type="checkbox"/> New Policy
	<input type="checkbox"/> Continuation of Existing Policy
	<input type="checkbox"/> Revised Policy
SCOPE	<input checked="" type="checkbox"/> All CAS
	<input type="checkbox"/> Some CAS (.....)
	<input type="checkbox"/> One CAS (.....)
TARGET AUDIENCE	<input checked="" type="checkbox"/> Staff: <input type="checkbox"/> All <input checked="" type="checkbox"/> Academic staff <input type="checkbox"/> Non-academic staff
	<input type="checkbox"/> Students: <input type="checkbox"/> All levels <input type="checkbox"/> UG <input type="checkbox"/> PG
	<input type="checkbox"/> All specialisations <input type="checkbox"/> Some (.....)

1 Purpose and Rationale

The establishment of a positive learning environment in the Colleges of Applied Sciences (CAS) requires, among other things, setting a robust system to handle any disparity within their communities fairly, transparently and promptly. When staff and faculty members are provided with a channel to voice their grievances in an orderly manner, and their issues are addressed systematically, the outcomes should be satisfactory to all parties and beneficial to the stability of the institutions.

This policy provides a framework for CAS to deal with various types of staff and faculty complaints. It sets procedures to ensure the systematic and equitable attendance to these complaints.

2 Definitions

Grievance: A written complaint filed by a member of faculty against another member of faculty, a student or member of the administrative staff.

Faculty member: A member of the academic and teaching staff.

Academic Support Staff: An employee of the CAS system charged with administrative duties related to the bureaucratic functioning of the colleges.

Delegate: One who is authorized to act on behalf of another

Coordinator: One charged with the task of overseeing the efficient functioning of an academic subject related to a particular year of study for the student body.

Head of Department (HOD): The academic and administrative head of an academic or an academic support staff department.

The Dean: The chief official of the college charged with the function of overseeing all aspects of the college's operation.

3 Policy Content and Principles

The formulation and implementation of this policy shall be guided by the following principles:

- 3.1 The scope of faculty grievances is comprehensive, as it is inclusive of, but not limited to,
 - a. Faculty member against student (Appendix C).
 - b. Faculty member against coordinator (Appendix D).
 - c. Faculty member against HOD (Appendix E).
 - d. Coordinator against faculty member (Appendix F).
 - e. HOD against faculty member (Appendix G).
 - f. Faculty member against faculty member (Appendix H).
 - g. Faculty member against academic support staff (Appendix I).
 - h. Complaints related to the system (Appendix J).
- 3.2 Prior to lodging a grievance, the complainant should be fully satisfied that there is sufficient evidence for a prima facie case, infringing upon his/her rights and/or privileges or negatively affecting the performance of his/her duties.
- 3.3 The grievance system adopted in this policy shall be multilayered so as to fit with the CAS administrative hierarchy. Answers should first be sought at the level where the issue arises, but in the event of failure to reach a satisfactory solution, the case may be raised to the next administrative level.
- 3.4 While faculty members are encouraged to resolve their issues at the lowest level possible, it must be accepted by all parties in a dispute that the final arbitration rests with the dean of the college who will, after weighing up all the evidence involved, endeavour to come to as just and equitable a solution as possible.

- 3.5 Grievances are to be handled in full transparency. The plaintiffs and defendants are entitled to have access to information while the case is in process. They shall also be given ample explanation of the considerations that have been taken into account in the final decision.
- 3.6 As the ultimate purpose of the system is to keep the academic environment clean and help faculty members focus on their main duties, grievances shall be addressed promptly so as to minimise their distracting effects.
- 3.7 A positive atmosphere should reign within the institution or the department regardless of the decision, as the final drive is not to establish a winner and a loser, but rather to clarify issues and reach common understandings about them.

4 Legislative Compliance

- Royal Decree No. 62/2007
- Royal Decree No. 6/2002
- Royal Decree No. 65/98
- Royal Decree No. 47/98
- Royal Decree No.101/96
- Royal Decree No. 79/95
- Academic Regulations (Ministry Resolution No. 73/2007)

5 Supporting Materials

N.A.

6 Appendices

- a. Appendix A: Grievance Form
- b. Appendix B: Post-Preliminary Grievance Resolution Dispute Form
- c. Appendix C: Procedures for faculty member against student
- d. Appendix D: Procedures for Faculty member against coordinator
- e. Appendix E: Procedures for Faculty member against HOD
- f. Appendix F: Procedures for Coordinator against faculty member

- g. Appendix G: Procedures for HOD against faculty member
- h. Appendix H: Procedures for faculty member against faculty member
- i. Appendix I: Procedures for faculty against academic support staff
- j. Appendix J: Procedures for complaints related to the system

7 Approval Agency: Board of Trustees

8 Approval Dates

This policy was originally approved on: []
This version was approved on: []
This version takes effect from: []
This policy will be reviewed by: []

9 Policy Sponsor: Director General of CAS

10 Contact Person: Directorate General of CAS