



## SABARAGAMUWA UNIVERSITY OF SRI LANKA

### Standard Operating Procedure(SOP) – Staff Grievance Redressal - SUSL

SOP Name /Title	Standard Operating Procedure for Staff Grievance Redressal
SOP Reference Number	CQA/SOP/Gov Mgmt/02/2021
Senate Approval	14.12.2021
Council Approval	24.01.2022
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Last revised date	NA
Originator	CENTRE FOR QUALITY ASSURANCE

#### 1. Informal Grievance Redressal Procedure

- i. Many grievances can quickly and informally be resolved at the level of immediate superior through an informal dialogue.
- ii. **Dealing with unvoiced grievances** – It is the responsibility of the immediate superior to observe behavioural deviations of staff members and engage in a casual discussion of the problems of employees and resolve such problems as quickly as possible, while keeping confidential notes of such grievance redressals.
- iii. **Dealing with verbally expressed grievances** - The immediate superior shall allow the staff member to explain the grievance verbally. Having heard the grievance, the immediate superior shall attempt to solve the grievance as immediately as possible, while keeping confidential notes of such grievance redressals.

- iv. If the grievance is relevant to an immediate superior, the complainant can informally (Verbally) refer the grievance to the immediate superior's superior and get it resolved through informal dialogue.
- v. Grievance handlers should make and retain notes of any grievance(s) raised and discussed informally. Notes should include any agreed outcomes, support, and timescales for the grievance. These notes should be kept confidential.
- vi. If the grievance(s) is/are subject/s of collective negotiation or consultation, the informal grievance procedure is not applicable. In these instances, the Trade Union/s can forward the grievance to the notice of the management/administration directly and get resolutions.
- vii. If a matter is relevant to disciplinary or any other procedure, then the relevant procedure shall be applicable.
- viii. If the staff member is dissatisfied with the informal resolution, he/she can opt for the formal grievance procedures by noticing the grievance in writing.

## **2. Formal Grievance Redressal Procedure (FGRP)**

- i. The grievant or representative of the grievant notifies the grievance to the immediate superior in writing. If the grievance has a personal connection to the immediate superior, the grievant can channel the grievance to the immediate superior's superior. The grievant shall explain the grievance clearly in a formal letter with all the supportive evidence if any, or be communicated by using a password-protected soft version.
- ii. The immediate superior shall resolve the grievance immediately. If an immediate solution is not possible, the immediate superior shall resolve the grievance within a maximum of 5 working days.
- iii. If a grievance cannot be settled immediately or within 5 working days by the immediate superior, the grievance should be referred to the immediate supervisor's superior. The immediate superior's superior shall resolve the grievance within 5 working days.
- iv. If the grievance cannot be redressed by the immediate Supervisor's Superior, it should be referred to the Vice Chancellor, who may appoint a Grievance Redressal Committee (GRC)

on a case-by-case basis. The recommendation of the GRC shall be sent to the Vice-Chancellor for the final decision.

### **3. Grievance Appeal Procedure**

- i. If the solution is still unacceptable to the grievant, the grievant has the right to appeal in writing directly to the Vice-Chancellor of the university, before the expiration of one month from the date of the final decision received in the formal grievance redressal procedure. Proper evidence in the documentary form is to be supported with the appeal by the grievant or representative on behalf of the grievant.
- ii. An appeal board will be appointed on a case by case basis by the University Council consisting of three members

**One of the Deans (Chair) (not from the same faculty of the grievant)**

**One UGC appointed Council member**

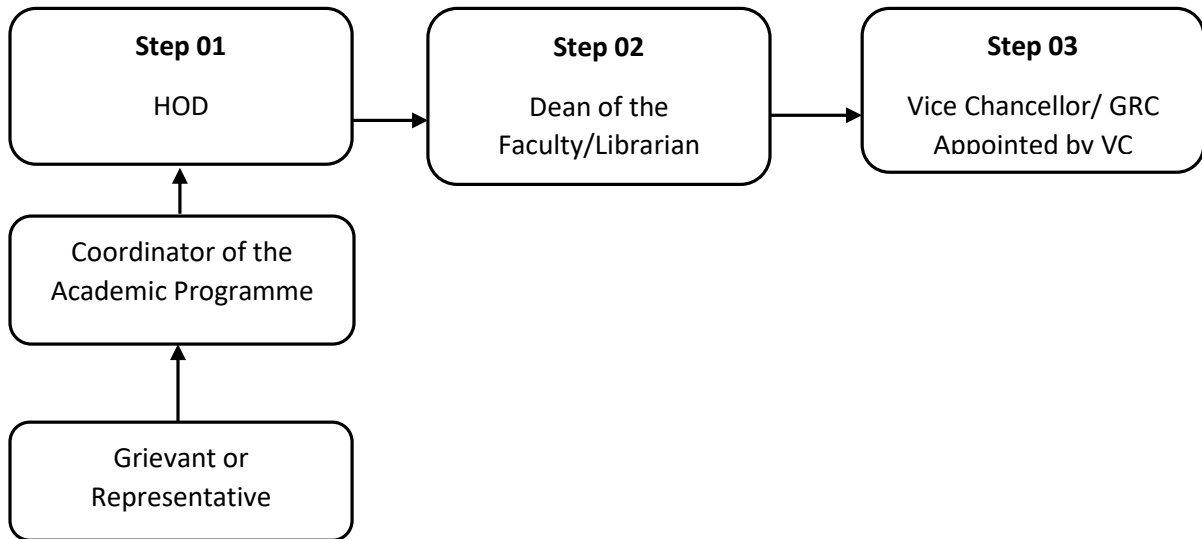
**The administrative officer of the relevant Establishment Division or a nominee of the Registrar of the University\***

**The appeal has to be investigated as soon as possible, taking not more than three months** and the outcome should be informed to the grievant through the Council.

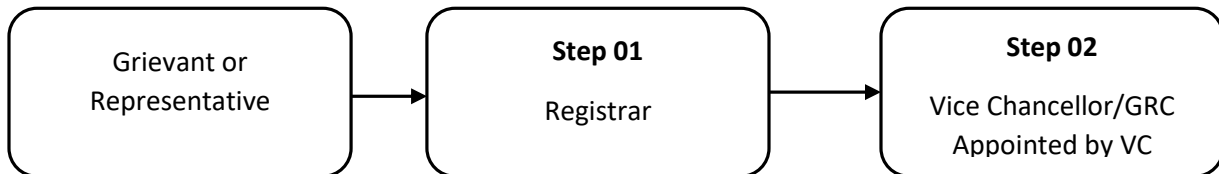
**4. Pictorial depiction of the flow chart for FGRP**

- a. **FGRP** for Academic Staff
- b. **FGRP** for Administrative Staff
- c. **FGRP** for Non-Academic Staff

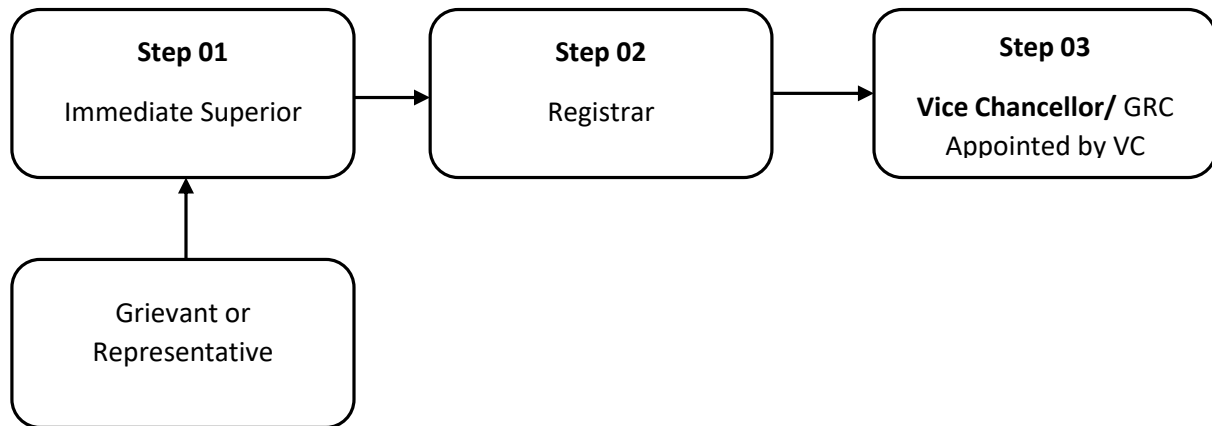
**a. FGRP for Academic/Academic Supportive Staff**



**b. FGRP for Administrative Staff**



**c. FGRP for Non-Academic Staff**



<b>Non-academic staff members from</b>	<b>Step 01 Immediate Supervisor</b>	<b>Step 02 Registrar</b>	<b>Step 03 Vice Chancellor/ GRC Appointed by the Vice Chancellor</b>
Faculties	Assistant Registrar	Registrar/Dean (Depending on the Problem)	Vice Chancellor/GRC Appointed by the Vice Chancellor
Centers	Assistant Registrar	Registrar/Directors (Depending on the Problem)	Vice Chancellor/GRC Appointed by the Vice Chancellor
Divisions	Assistant Registrar /Senior Assistant Registrar/ Deputy Registrar/Assistant Bursar/Senior Assistant Bursar/Deputy Bursar	Registrar	Vice Chancellor/GRC Appointed by the Vice Chancellor
Vice Chancellor's Office	Assistant Registrar	Registrar or Vice Chancellor (Depending on the problem)	Vice Chancellor/GRC Appointed by the Vice Chancellor
Registrar's Office	Assistant Registrar	Registrar	Vice Chancellor/GRC Appointed by the Vice Chancellor
Library	Assistant Registrar	Registrar/Librarian (Depending on the problem)	Vice Chancellor/GRC Appointed by the Vice Chancellor
Medical Centre	Medical Officer	Registrar	Vice Chancellor/GRC Appointed by the Vice Chancellor
Civil Engineering Division	Works engineer	Registrar	Vice Chancellor/GRC Appointed by the Vice Chancellor

*This document is prepared by a committee suggested by the Senate Standing on Quality Assurance, SUSL (32<sup>nd</sup> SSC-QA meeting, held in August 2021). Senate approval for the committee was at its 255<sup>th</sup> meeting held in 14.09.2021.*

*Composition of the committee*

*Dr. M. Sandun J. Perera (chair)*

*Dr. H.P. Rasika Priyankara (Member)*

*Prof. H.A.D. Ruwandeepika (Member)*

*Mr. Saman Uyangoda (Member)*

*Ms. P. Gayani Imanthika Dias (Secretary)*

**Centre for Quality Assurance**

**November 2021.**

***\*\*\*This has been approved at the 258<sup>th</sup> Senate held on 14.12.2021 and at the 280<sup>th</sup> Council held on 24.01.2022***