



## **SABARAGAMUWA UNIVERSITY OF SRI LANKA**

**Policy Title – STAFF GRIEVANCE REDRESSAL POLICY - SUSL**

**Policy Number – Policy / SUSL / Gov & Mgmt / 07**

**Date of Senate Approval –14.12.2021**

**Date of Council Approval – 24.01.2022**

**Effective Date –24.01.2022**

**Revised Dates – 24.01.2022**

**Approving Authority – The Council, Sabaragamuwa University of Sri Lanka**

**Administrative Responsibility – The Vice Chancellor**

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### **Purpose:**

The purpose of this policy is to accept and resolve grievances of staff members (individual or collective) of the University in order to maintain a contented human capital that ensures maximum individual contributions to accomplish strategic goals of the University, whilst providing an opportunity for employees to raise their voice and to receive a fair hearing.

### **Scope:**

This policy applies to all the employees of the University whether they are permanent or non-permanent or outsourced. Grievance settlement responsibility is assigned to all immediate superiors, Heads/Directors of the Departments/Centers/Units or Divisions, Deans of the Faculties, Librarian, Bursar, Registrar, and the Vice-Chancellor. When outsourced employees are concerned, the University will enter into a contractual agreement with the company to which a service is outsourced, stating that all internal grievances within the company should be handled by them following the guidelines set by this policy, while the university will involve only when a direct employee of the University is involved with the grievance.

**Legislative context:**

This policy is supported by the Establishments Code of the UGC and the Higher Educational Institutions and the Universities Act No. 16 of 1978. The Government Establishment Code can be used when needed. Further, it is supported by the UGC Circulars, Internal (University) Circulars and Circular Letters.

**Definitions:**

- a. University- Sabaragamuwa University of Sri Lanka (SUSL)
- b. Staff- All staff members of the university whether they are permanent or non-permanent or outsourced.
- c. CQA - Centre for Quality Assurance of the University
- d. CCS - Centre for Computer Studies of the University
- e. Council - Council of the University
- f. UGC - University Grants Commission
- g. Grievance - Any discontent or dissatisfaction whether expressed or not, whether real or perceived, arising out of the contract of employment with the university and/or connected to the wellbeing of the employee, which an employee or a group of employees think, believe or even feel to be unfair, unjust or inequitable"
- h. Grievant - The staff member who has a grievance
- i. Complainant - The person or body of persons who brought the grievance, personally or on behalf of another person, to the notice of the management. The complainant can be the grievant or the representative of the grievant.

**Policy statement:**

University is an employer that provides an inclusive working atmosphere that enables its staff to air their grievances and get the grievances redressed/resolved in a fair, just, and equitable manner. University accepts the right of employees, individually or collectively to present grievances to the management/administration. University treats every grievance as important to settle and pays attention to settling grievances promptly. University urges the independent contractors who provide outsourced labour to the university to redress the grievances of their employees. University accepts the right of appeal by the staff members if a staff member is dissatisfied over the given solution by the relevant officials in the process of grievance redressal.

### *Mechanisms of getting to know grievances and their redressal*

University adopts a wide variety of methods to get to know and redress the grievances of employees.

1. Observation, Casual/Informal Discussions and Resolution – It is a general tendency that some of the grievances that the staff members suffer are not brought to the notice of the management verbally or in writing. Therefore, the immediate superior needs to be vigilant about the behaviours of staff members to identify whether the staff members have unvoiced grievances. To manage these kinds of grievances, all the immediate supervisors should be competent to observe behavioural deviations of staff members. Having observed the behavioural deviations, the immediate superior shall informally discuss with the staff member on the grievance and settle it as immediately as possible.
2. This policy identifies the need to develop a University wide staff appraisal system in a way to pick unvoiced grievances of employees.
3. This policy identifies the need to develop the competence of the managerial staff to read employee behavior.
4. Grievance Redressal Procedure (GRP) – A formal mechanism to forward grievances as an individual or a representative organization (e.g. Trade Unions) and get them resolved. All the formal grievances should be channeled through GRP except for the staff member opting Open-Door method.
5. Open Door Method – Employees can forward their grievances to top-level management without adhering to the service hierarchy, with a prior appointment from the top-level management.
6. Exit interviews – In the event of an employee leaving the university, the Establishment Division shall interview him/her to get to know the reasons for leaving. This will enable the identification of causes for potential grievances within the University.
7. Climate Survey – A Climate Survey/Staff Satisfaction Survey is proposed to be conducted annually with a view to identify potential grievances and create a work climate where staff members work happily.
8. Grievance Redressal Committee- A committee that is appointed by the Vice Chancellor of the University to redress grievances that are channeled through the GRP on a case-by-case basis.
9. Grievance Appeal Committee – A committee that is appointed by the Vice Chancellor of the University to hear and settle appeals of grievances.
10. The policy also identifies the need for the development of an online system to report authentic grievances, which should be confidentially received by the relevant authorities and handled through the same operational procedure.

**Implementation:**

Please refer to the SOP No. CQA/SOP/Gov Mgmt/2021/01

**Supporting Documents:**

The Universities Act No. 16 of 1978

Establishments Code of the UGC and the Higher Educational Institutions

UGC and Internal (University) Administrative and Financial Circulars

Human Right Code of Practice

Policy on career development for newly recruited staff – SUSL. Approved at 256<sup>th</sup> Senate.

Policy on human resource management – SUSL, approved at 252<sup>nd</sup> Senate and 272 Council held in 28.06.2021.

Equality and non-discrimination policy – SUSL, approved at 253<sup>rd</sup> Senate and 276<sup>th</sup> Council held in 30.10.2021.

Policy for Gender Equity and Equality - SUSL

Counselling Policy documents related to the SDC, Career Development, Human Resource Development, etc.

Grievances Appeal Policy for SUSL, approved at 243<sup>rd</sup> Senate meeting and 264<sup>th</sup> Council meeting held in 26.10.2020

**Promulgation:**

- (i) This policy will be circulated as a document among the staff members of the university and new staff will be educated on the policy and the SOP at the onboarding/induction process.
- (ii) Appear on the website of the university
- (iii) Available at the Establishment Division of the University
- (iv) To be circulated among Trade Unions
- (v)

***This policy 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)*

***\*\*Remarks: this amended policy document has been prepared based on the suggestion made at the 34<sup>th</sup> Senate Standing Committee meeting held in 21<sup>st</sup> October, 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***