

Complaint and Grievance Policy

Definitions

Grievant(s): the person(s) initiating the grievance. Hereafter, grievant (in the singular) will be used to designate one or more those persons.

Respondent(s): the person(s) alleged to have carried out the action or made the decision that is the subject of the grievance. Hereafter, respondent (in the singular) will be used to designate one or more those persons.

It is the purpose of these provisions to secure proper and equitable solutions to the grievances of staff members. The leadership, with the President as Chief Executive Officer, the Provost as Chief Academic Officer and the Executive Vice President as Chief Operating Officer provide the channels and authority for review of complaints and misunderstandings between subordinates and supervisors.

A. Students

In case of a student grievance concerning unfair treatment in course of his/her studies, the student needs to follow this procedure:

1. Before making a formal complaint pursuing the Complaint and Grievance Procedure, the student (grievant) should at first make effort to discuss and resolve the issue with the individuals involved in the complaint (respondent).
2. Should the effort to resolve the situation directly with the persons involved be unsuccessful, the student should follow the steps of the formal complaint process as described below.
3. Student should present the complaint for resolution in writing within 30 days of the incident to the attention of the Vice Provost. The written complaint

needs to include information on the nature of the complaint and attach all possible supporting documents including, if applicable, the information about the incident witnesses.

4. The Vice Provost should acknowledge the complaint receipt promptly and address the issues and questions brought to this/her attention without delay. The Vice Provost may attempt to mediate the dispute and seek an informal resolution satisfactory to all parties. In any case he/she will revert back to the Student no later than in 10 days after receiving the complaint.

5. Should the student find the resolution of the matter by the Vice-Provost unsatisfactory he/she may bring the matter to the attention of the Provost. The Provost, upon his/her discretion may decide to involve the Faculty Senate, in particular if an unprofessional behavior of a faculty member is alleged.

6. The Provost will inform the student about the outcome no later than 20 days after receiving

the complaint or no later than 10 days after receiving the Faculty Senate position should the

Faculty Senate be involved.

7. Should the student find the resolution of the matter by the Provost unsatisfactory he/she may bring the matter to the attention of the President.

8. The President may choose to appoint a third party or may issue the ruling on his/her own.

The President's decision is final.

B. Faculty

In case of a faculty grievance concerning unfair treatment from part of the LIGS University, the faculty member needs to follow this procedure:

1. Before making a formal complaint pursuing the Complaint and Grievance Procedure,

the faculty member should at first make effort to discuss and resolve the issue with the

individuals involved in the complaint.

2. Should the effort to resolve the situation directly with the persons involved be unsuccessful, the faculty member should follow the steps of the formal complaint process as described below.
3. Faculty member should present the complaint for resolution in writing within 30 days of the incident to the attention of the Vice Provost. The written complaint needs to include information on the nature of the complaint and attach all possible supporting documents including, if applicable, the information about the incident witnesses. Should the Vice Provost (as a direct superior of the faculty) be a party of the complaint, the faculty member addresses directly the Provost instead. The procedure then follows 5. *infra*.
4. The Vice Provost should acknowledge the complaint receipt promptly and address the issues and questions brought to this/her attention without delay. The Vice Provost may attempt to mediate the dispute and seek an informal resolution satisfactory to all parties. In any case he/she will revert back to the faculty member no later than in 10 days after receiving the complaint.
5. Should the faculty member find the resolution of the matter by the Vice-Provost unsatisfactory he/she may bring the matter to the attention of the Provost. The Provost will involve the Faculty Senate with an opinion request.
6. a) Should the Faculty Senate position be in line with the Provost opinion he/she will inform
the faculty member about the outcome no later than 10 days after receiving the Faculty
Senate response. In this case the Provost decision is final.
b) Should the Faculty Senate position differ from that of the Provost he/she will forward the

matter to the President without delay and inform the faculty member accordingly. The

President may choose to appoint a third party or may issue the ruling on his/her own.

The President's decision is final.

C. Staff

1. Before making a formal complaint pursuing the Complaint and Grievance Procedure, the staff member (grievant) should at first make effort to discuss and resolve the issue with the individuals involved in the complaint (respondent) and his/her supervisor.
2. If no agreement is reached between the grievant and respondent and a supervisor is unable to resolve a problem in a manner that seems fair to a member of the staff, the staff member may seek a review at sequentially higher levels through the management line described in the organizational chart.
3. The procedure below outlines the necessary steps. Final appeal may be made to the President, who will render a final decision.

A. For purposes of this Policy, grievances are complaints by employees of the University relating to:

- i. Alleged wrongful termination or demotion;
- ii. Disagreement regarding a work performance evaluation;
- iii. Availability or amount of an employee benefit such as holidays, vacations, or sick leave;
- iv. Any other significant matters affecting terms or conditions of employment, including salary.

B. The time limits described below may be extended by the Chief Operating Officer, if extenuating circumstances, such as sickness or accident, should arise.

C. The University will not tolerate any form of reprisal or punitive action for submitting or attempting to submit a grievance.

D. The procedure outlined herein is an internal, administrative process. Neither external nor internal legal counsel for either party may be present at the meetings specified in the present document.

Procedure for Grieving an Administrative Decision or Action For a grievance by an employee other than a faculty member, the respondent is the employee's direct supervisor.

If not satisfied with the results of the informal resolution (see *supra*), the grievant may submit a written grievance to the respondent. The grievance should contain a clear description of the issue(s) involved, any specific university policy or procedure involved, the relevant date(s) the action or decision that is being grieved took place, if known, and any relief being sought. If an informal discussion is not conducted as recommended in above, the reason an informal discussion was not conducted must be given in the written grievance.

A copy of the written grievance and all subsequent written statements produced as a result of the grievance process, as described herein, must be filed with the Chief Operating Officer. A written grievance may be submitted no later than forty-five (45) calendar days from the date the grievant learns of the situation giving rise to the grievance. A pattern of actions or decisions reaching farther back in time may be included in a grievance, if the grievant learned of the most recent action or decision in the pattern within the past forty-five (45) calendar days.

The respondent shall respond to the grievance in writing within ten (10) working days of receipt of the grievance.

If the grievant is not satisfied with the respondent's written response, the grievant may appeal to the respondent's supervisor. An appeal must be in writing and must contain a reasonably detailed description of the issue(s) involved and any relief being sought. The appeal must also include, as attachments, the original written grievance from the grievant and the respondent's written response

