



Policy Code

VIP20109

THE STAFF GRIEVANCE POLICY

1. STAFF GRIEVANCE POLICY :

The Vishan Infotech recognizes that from time to time employees may wish to seek redress for grievances relating to their employment, in this respect the Institute's policy is to encourage free communication between employees and the management to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

The Grievance policy is designed to provide an impartial and robust process that all staff, can have confidence in, at all formal stages of the Grievance procedure, employees have the right to be accompanied by a colleague, no representation from outside the Institute is allowed e.g. legal representation, however independent legal advice can be sought at any time during the process by either the institution or the member of staff.

There can be no authoritative list of matters that can be dealt with using the grievance procedure. however some matters are not appropriate for resolution in this way.

These are:

- 1.1 Appeals against the use of the disciplinary procedure.
- 1.2 Appeals relating to the activity planning process.
- 1.3 Grievances from staff who have left the organisation or potential staff
- 1.4 Complaints of Bullying or harassment.
- 1.5 Appeals against the termination of employment during the probationary /attachment period

2. COUNCELING PROCEDURE

STAGE 1 :

Where an employee has a grievance relating to a work based situation he or she should initially raise the matter with the most appropriate member of staff concerned with a view to resolving the matter by way of constructive discussion or counselling, examples of issues that are most helpfully resolved by informal methods involve local level decisions, behaviour of colleagues/superiors except where this is covered by the separate policy.

STAGE 2 :

Where a matter is outside the scope of an informal resolution a formal grievances must be put in writing, clearly dated, outlining the nature of the grievance and an indication of the resolution sought. In most circumstances the counselling will commence at stage 1 and progress to subsequent stages only when resolution cannot be achieved at the current stage. The only exception to this is when a grievance directly relates to the employee's immediate supervisors.



A copy of the written grievance must also be forwarded by the aggrieved employee to the Administration Department .The written grievance should be sent to the employee's immediate manager, who will examine the facts of the matter and if requested meet with the employee and resolve the issue.

STAGE 3 :

Should the employee still remain dissatisfied he or she may forward the written grievance to the Academic head who will examine the facts of the matter and if requested meet with the employee, a decision will be given in writing to the employee within a month of receipt of the grievance, should the employee still remain dissatisfied the matter may be taken up to the Board of governors, The Board of Governors will hear representations from both sides and where necessary witnesses will be called. The final decision about such matters rests with the Management .

3.2 Evaluation & Review :

The staff Grievance Policy External would be review every three years and "External advisory Board" will act as and when need arises.

4. Responsibilities for Implementation :

The External advisory Board will suggest the outcome & changes to the Management.

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