



Policy on: Grievance

October 2024

Perspective	Faculty and Staff Support		
Policy Owner	Director of Human Resource		
Developed By	Ms. Haifaa Agil		
Approval Body	College Board		
Policy History	First Introduced	Revised Date	Effective Date
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Revision			
	Date	Revised By	Major Changes
Revision 1	23.09.2024	Ms. Haifaa Agil	Procedural Change
Revision 2			
Revision 3			

In the event of any conflict, the previously approved policy format will be enforced.
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1. Statement.

This policy is hereby developed to provide a fair, transparent, and efficient process for addressing and resolving grievances raised by employees concerning any aspect of their employment relationship with the College.

2. Policy Purpose.

- 2.1 Ensure that all complaints are handled consistently and fairly, regardless of the individual's status or position.
- 2.2 Provide a structured mechanism for addressing and resolving conflicts in a timely and amicable manner, preventing issues from escalating and disrupting the learning or working environment.
- 2.3 Encourage open communication between parties involved, leading to better understanding of concerns and potential solutions.
- 2.4 Help the college comply with relevant laws and regulations, minimizing the risk of legal disputes and negative publicity.
- 2.5 Demonstrate a commitment to fairness, transparency, and accountability through a grievance policy can enhance the college's reputation and attract students, faculty, and staff.
- 2.6 Provides individuals a formal channel to express their concerns and seek redress for perceived injustices, empowering them to speak up and participate in creating a positive college environment.
- 2.7 Boost morale, reduce stress, and create a more positive and productive learning and working environment for everyone.

3. Definitions and Abbreviations.

- 3.1 **HOD:** Head of Department
- 3.2 **HRC:** Human Resource Committee
- 3.3 **MCBS:** Modern College of Business and Science
- 3.4 **Department:** An administrative body responsible for dealing with certain areas of activities.
- 3.5 **College Board:** A group of individuals in an organization who make the rules decisions on strategic matters.
- 3.6 **HRA:** Human Resource Administration
- 3.7 **HRD:** Human Resource Department
- 3.8 **Grievance:** an official statement of a complaint over something believed to be wrong or unfair.

4. Stakeholders.

This policy applies to: All MCBS employees.

5. Procedures.

5.1 Reporting and Escalation Process of Grievance Resolution

- 5.1.1 Stage 1: Initial Grievance Submission.** The aggrieved employee presents his/her case to the HOD, in case the employee is aggrieved by the HOD, he/she may approach the respective Associate Dean and the Director of Human Resources and Administration for Academic Staff or the Director of Human Resources and Administration for Administrative Staff.
- 5.1.2 Stage 2: Escalation to Senior Leadership.** Escalation will go to the Dean if the aggrieved is the Associate Dean or the Director of Human Resource and Administration. The HOD may assist in elevating grievance to the Dean.
- 5.1.3 Stage 3: Final Escalation to the Executive Leadership.** Escalation will go to the Board of Governance if the aggrieved by the Dean.

The escalation needs to be reported within 10 working days from the occurrence of the wrongful act/incident/situation.

5.2 Grievance Investigation and Resolution at Department Level

- 5.2.1 Stage 1:** The HOD gathers information about the grievance raised and will verify the facts presented by the aggrieved employee.
- 5.2.2 Stage 2:** The HOD will try to help resolve the conflict at his level ensuring that he/she is fair to all parties concerned. If the employee is satisfied the case is closed at this level.
- 5.2.3 Stage 3:** The HOD will immediately elevate the case to the respective Associate Dean or Director of Human Resource and Administration, if he/ she can not handle the case for whatever reason.
- 5.2.4 Stage 4:** The HOD will formally elevate the case, attaching all documents and a recommendation if the case remains unresolved or when the HOD deems himself/herself unfit to handle the case.

This procedure should be completed within 5 working days from filing the grievance.

5.3 Grievance Review and Resolution by Senior management.

- 5.3.1 Stage 1:** The Associate Dean or the Director of Human Resource and Administration will study the case and review the HODs recommendation.
- 5.3.2 Stage 2:** The Associate Dean or the Director of Human Resource and Administration will gather additional information where required and attempt to resolve the conflict ensuring that it is fair to all parties concerned.
- 5.3.3 Stage 3:** Should the employee remain unsatisfied with the proposed solution, the case is elevated to the Dean, including the documents and transcripts of the meeting.

This procedure will be completed within 5 working days from the receipt of the documents from the HOD.

5.4 Final Grievance Investigation and Resolution by Ethics and Discipline Committee

- 5.4.1 Stage 1:** The Dean may decide to instruct the Human Resource Committee to activate the Ethics and Discipline sub-committee to handle the case.
- 5.4.2 Stage 2:** The Ethics and Discipline sub-committee investigates the case and recommends a decision to the Dean.
- 5.4.3 Stage 3:** The Dean reviews the recommended decision by the sub-committee and endorses it to be final and enforceable.

This procedure will be completed within 14 working days from the receipt of the documents from the Associate Dean or Director of Human Resources and Administration.

5.5 Executive-Level Grievance Resolution Process

- 5.5.1 Stage 1:** If the grievance is made against the Dean, the Board of Governance handles the fair treatment of the grievance and performs appropriate actions. The decision of the Board of Governance is final.
- 5.5.2 Stage 2:** A review is conducted after every 3 years through survey in *Appendix I* to measure the quality, appropriateness, and effectiveness of the policy and fill in the Policy Review Report in *Appendix II* before submitting it to QA.

This procedure will be completed within 14 working days from the receipt of the documents from the Associate Dean or Director of Human Resources and Administration.

6. Roles and Responsibilities.

6.1 Faculty and Staff

- Elevating the grievance to the HOD.
- If the grievance is against the HOD, the employee should elevate the grievance to the Associate Dean and Director of Human Resource and Administration (if the employee is an academic staff) or to the Director of Human Resources and Administration (If the employee is a non-teaching staff).
- Ensuring that the grievance is supported by facts and evidences and such are corroborated by witnesses.

6.2 Head of Department

- Ensuring that the grievance is handled fairly.
- Gathering information about the grievance with and attempt at clarifying the issues.
- Attempting to resolve the issues
- If unresolved, elevating the grievance to the Associate Dean and Director Human Resources and Administration with his/her recommendation and additional information on the issues.

6.3 Director of Human Resource and Administration

- Ensure that the process is handled within the Labor Law requirements and MCBS policies.
- Ensure that the process is documented.

- Facilitates the investigation and disciplinary action.
- Ensures that the process is handled fairly.
- Studying the recommendation of the HOD and gathering additional information on the issues raised
- Attempting to resolve the conflict following appropriate conflict resolution procedure.
- Elevating the grievance to the Dean, if unresolved, with recommendations and additional information.

6.4 Respective Associate Dean;

- Ensures that the grievances are handled fairly.
- Studying the recommendation of the HOD and gathering additional information on the issues raised
- Attempting to resolve the conflict following appropriate conflict resolution procedure.
- Elevating the grievance to the Dean, if unresolved, with recommendations and additional information.

6.5 Dean

- Ensuring that the grievance is handled fairly
- Bringing the grievance to the administration and Finance Committee to convene the Ethics and Discipline Committee to handle the grievance.
- Based on the recommendation of the Ethics and Discipline Committee, deciding on the grievance.

6.6 Human Resource Committee

- Convening the Ethics and Discipline sub-committee to investigate the grievance ensuring that the grievance is handled fairly.

6.7 Ethics and Discipline Committee

- Conducting a formal investigation
- Recommending a decision on the grievance to the Dean.

6.8 Executive Chairman, Board of Governance

- Investigates and decides on the case when the aggrieved employee is filing a case against the Dean.

7. References.

The development of this policy has, in a contextualized manner, benefited from the following documents:

1. MCBS Policy Manual
2. HR Policy Manual
3. Policy on Policy Development.