




GRIEVANCE MANAGEMENT POLICY

IBS COLLEGE OF TVET

01st January 2024

Prepared by: Student Services	Reviewed by:	Approved by:	
Document Control No:	Version No.	Approval date:	

1. PURPOSE

The Grievance Management Policy of IBSUniversity aims to provide a fair, transparent, and effective mechanism for students, staff, and stakeholders to raise and resolve grievances. This policy outlines the procedures for submitting, investigating, and resolving grievances promptly.

2. SCOPE

This policy applies to all students, staff, faculty, and stakeholders of IBS College of TVET.

3. DEFINITIONS

Grievance

A grievance refers to any formal complaint, concern, or dissatisfaction related to academic, administrative, or operational matters of the College.

Grievant

A grievant is an individual or group who submits a grievance.

4. PRINCIPLES

Fairness	Grievant will be treated with fairness, respect, and impartiality throughout the grievance process.
Confidentiality	Information related to grievances will be handled with utmost confidentiality to the extent permitted by law.
Timeliness	Grievances will be addressed promptly and efficiently, with reasonable timelines established for each stage of the process.
Transparency	The grievance process and its outcomes will be communicated clearly to all parties involved.
No Retaliation	No grievant will face retaliation or adverse consequences for filing a bona fide grievance.

5. PROCEDURES

Step 1 - Informal Resolution

Grievant is encouraged to seek an informal resolution by discussing the grievance with the relevant faculty, staff member, or supervisor.

If the grievance remains unresolved, the grievant may proceed to Step 2.

Step 2 - Formal Grievance Submission

Grievant must submit a formal grievance in writing to the designated Grievance Officer.

The grievance should include a detailed description of the issue, supporting evidence, and desired resolution.

The Grievance Officer will acknowledge receipt of the grievance within **three** working days.

Step 3 - Investigation

The Grievance Officer will initiate an investigation, which may involve gathering additional information, interviewing relevant parties, and reviewing applicable policies and procedures.

The investigation will be completed within **ten** working days.

Step 4 - Resolution and Communication

The Grievance Officer will communicate the findings and proposed resolution to the grievant and other relevant parties.

The grievant will have the opportunity to accept or reject the proposed resolution.

If the grievance remains unresolved, the grievant may escalate the matter to the Grievance Review Committee.

Step 5 - Grievance Review Committee

The Grievance Review Committee, composed of impartial faculty and staff members, will review the grievance, investigation findings, and proposed resolutions.

The committee will issue a final decision within **seven** days after agreeing to the proposed solution, which will be communicated to the grievant.

6. RECORD KEEPING

All records related to grievances will be maintained in a confidential manner, as per applicable data protection regulations.

7. CONTINUOUS IMPROVEMENT

IBS College is committed to reviewing and improving its grievance management processes based on feedback and outcomes to ensure ongoing effectiveness.

8. NON-RETALIATION

IBS College strictly prohibits any form of retaliation against individuals who file grievances in good faith.


9. POLICY REVIEW

This Grievance Management Policy will be reviewed periodically to ensure its relevance and effectiveness.

10. CONTACT INFORMATION

The contact details of the Grievance Officer and Grievance Review Committee members will be made available to all stakeholders.

11. IMPLEMENTATION

Prepared by: Student Services	Reviewed by:	Approved by:	 IBS COLLEGE
Document Control No:	Version No.	Approval date:	