

Policy Title:	5.m Faculty and Professional Staff Grievance Policy (FSGP)		
Policy Number:	FS-PO-5M	Date Created:	12-08-2008
Responsible:	Provost Director Human Resources	Approved by:	Board of Trustees

Purpose

The purpose of this policy is to provide due process to resolve the grievances efficiently.

Scope

This policy applies to all the CUD employees.

Policy Statement

Disputes and Discipline Management

Disputes

- The Dispute resolution procedure should be employed in the following circumstances:
 - Where an employee wishes to raise an issue concerning his/her own terms and conditions of employment.
 - Where an employee wishes to raise an issue concerning any aspect of his/her individual working relationships within the University.
 - Where an employee is concerned regarding his/her individual working conditions or working situation.
- No dispute shall be reviewed if the dispute pertains to an official policy, regulation, or procedure of the CUD or a decision or action by the Board of Trustees, the President; or any matter the remedy for which would contravene or interfere with any such official policy, regulation, procedure, decision, or action; or any law of the UAE.

Informal Resolution

- Faculty who wish to bring a dispute under these procedures must first request a meeting with the Dean and attempt to resolve the matter informally within 20 working days of reasonable knowledge of the alleged act or omission.
- If a satisfactory resolution is not reached, the complainant may file a dispute in writing with the Dean within 40 working days of reasonable knowledge of the alleged act or omission. If the complaint is filed against the Dean then the dispute must be addressed in writing to the Provost.

First Step

- An employee may at any time present a dispute to his immediate supervisor and attempt to resolve the matter informally within (10) ten working days of reasonable knowledge of the alleged act or omission.
- The supervisor will review the dispute, discuss it with the employee concerned, and endeavor to effect a satisfactory settlement.
- The supervisor will prepare a written report of his findings and the outcome of the discussions with the employee within (5) five working days. The report will be sent to the next higher level of supervision.
- If the immediate supervisor is involved in the dispute, employee should address the dispute in writing to the Dean/department head.
- The Dispute shall include:
 - A concise description of the act or omission,
 - All facts relevant to the Dispute,
 - The resolution sought,
 - Evidence of attempted informal resolution,
 - All arguments in support of the desired solution, and
 - Relevant supporting documentation.
 - The burden rests upon the employee filing a Dispute to provide clear and convincing evidence

Second Step

- If a satisfactory settlement is not reached within (5) five working days, the employee's immediate supervisor or the employee may refer the matter to the dean/department head.
- The Dean/department head will hear the employee's dispute, review its circumstances and furnish a reply to the employee within a total period of (10) ten working days from the date of the dispute.
- The dean/department head will investigate the matter and the employee will be notified of the decision in writing (10) ten working days.
- A written report of the action taken will be submitted to the Provost and Director Human Resources.

Third Step

- If the decision under the second step is not acceptable to the employee, both parties will write separately to the Provost & Director Human Resources stating their views on the matter.
- The Provost & Director Human Resources will investigate the matter and the employee will be notified of the decision in writing (10) ten working days.
- If the matter is not resolved to the employee's satisfaction, the employee may appeal in writing to the President.
- The President shall investigate and notify the Grievant, the Respondent, and the dean/department head, Provost and HR the decision in writing, within 20 working days of receipt of the appeal. The decision of the President is final and not subject to appeal.
- At any stage during the dispute process, any party may refer the dispute for Disciplinary action if the dispute indicates any breach of the code of conduct.

Policy Revision History

Version No.	Update Brief	Approved Date
V1.0	New policy	30-01-2009
V1.1	Revised and updated	26-11-2015
V2.0	Reviewed and updated	13-03-2023