



## **IBRI COLLEGE OF TECHNOLOGY**

### **STAFF GRIEVANCE POLICY**

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## Version Control Table

### A. Document development details and summary of revisions

Version	Author	Date (dd/mm/yyyy)	Summary of revisions	Contributed by
1.0	PMC through ad hoc committee, IbriCT	25 March 2012	First draft written.	PMC through ad hoc committee
2.0	PMC through ad hoc committee, IbriCT	25 March 2015	Only reviewed. No changes made.	PMC through ad hoc committee
2.1	PMC through ad hoc committee, IbriCT	2018	Feedback taken from all Decision implementers and all staffs.  Categorisation of grievances are made.	PMC through ad hoc committee
2.2	PMSC	14/05/2019	Revised the definitions, procedures and responsibilities.	PMSC
3.0	QAD, IbriCT	03/06/2019	Final draft approved by the CC.	CC

### B. Plagiarism verification

Version	Team/Committee /Person	Date (dd/mm/yyyy)	% of plagiarism	Signature
1.0	QAU			
3.0	QAD			

### C. Document proofread by

Version	Team/Committee /Person	Date (dd/mm/yyyy)	Language quality (Excellent, Good, Fair)	Signature
3.0	Proofreading Team	20/05/2019		



<b>Policy Title</b>	Staff Grievance Policy
<b>Policy No.</b>	09
<b>Policy Outline</b>	The policy guides the college in its attempts to resolve staff grievances. The policy aims to allow the college to resolve any staff grievances in a systematic manner that benefits all parties involved.
<b>Status</b>	Active

### 1. Policy Title

Staff Grievance Policy

### 2. Definitions and Abbreviations

- **Grievance** – a formal action/expression that causes harm or involves unfairness to another or violation of one's mandatory rights related to employment.
- **Full time staff** – any staff employed by the authorised panel in Ibri College of Technology as per Labour Laws or Civil Service Laws of the Sultanate of Oman.

### 3. Policy Statement

Ibri College of Technology endeavours to ensure a cordial, professional and healthy working atmosphere by instituting an effective mechanism for the redress of grievances of all sorts expressed/reported by any of its staff.

### 4. Purpose/Reasons

The college management is devoted to finding prompt, fair, impartial, and efficient solutions to staff grievances in order to ensure a harmonious and productive work environment. The policy encompasses grievances relating to issues such as term and conditions of employment, organizational climate, discrimination, denial of statutory employment rights, intimidation, result of staff appraisal, leave, etc.

### 5. Scope

The policy seeks to cover grievance related issues of the college staff.

### 6. Procedures

Any staff member of the college may try to resolve his/her grievance(s) by having a discussion with the appropriate administrative/academic head.

If the grievance is not resolved, the concerned staff member may then choose to register a formal grievance process as outlined below:

- a. Any aggrieved member of staff lodges his/her grievance through proper channel to the concerned authority ((HOD, HR, ADAFA, ADSA, ADAA and Dean) in writing.
- b. On receiving the grievance, the concerned authority attempts to redress the grievance at his/her level. Any resolution is made known to the aggrieved person.
- c. If the grievance is not resolved or the staff is not satisfied with the solution, he/she escalates the issue to the concerned higher authority ((ADAFA, ADSA, ADAA, and Dean) to resolve the issue.
- d. The concerned higher authority shall deal with the issue.
- e. In case the issue is not resolved or the staff is not satisfied with the solution, he/she appeal to the higher authority in MOM.
- f. Confidentiality is maintained at all levels and at each stage of the process.

## **7. Responsibilities**

### **HoD:**

- Accept the formal grievance application.
- Expedite to resolve the grievance at the department level and may seek the assistance of the concerned authority, if required.

### **Assistant Dean:**

- Accept the formal grievance application.
- Discuss the issues with the staff involved and resolve at the college level. Assistance may be taken from the higher authority (Dean), if required.

### **Dean:**

- Accept the formal grievance application.
- Discuss the issues with the staff involved and resolve at the college level.
- In case the issue is not resolved, Dean of the college may seek the assistance from the MoM.

## **8. Supporting Documents**

Quality Assurance Manual  
Bylaws

## **9. Related References**

OAAA, ISAA Manual--Standard 8 Criterion 8.9