



Title: Staff Complaints, Grievance, and Appeal Procedures

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Review: The procedures are subject to periodic reviews as per amendments of University Policies and Regulations

1. Purpose

The purpose of this document is to describe staff complaints, grievance, and appeal procedures at Gulf University. It details principles to accomplish fair, transparent, and systematic staff complaints, grievance, and appeal at the University.

2. Scope

2.1 The document applies to academic and administrative staff members at Gulf University with complaints/grievances relating to:

- interpersonal conflict with another staff member(s).
- behavior or actions taken by a staff member against another staff member, which constitute breaches of University Code of Conduct.
- problems or concerns that the staff member encounters at the workplace or with management.

2.2 The document also applies to academic and administrative staff members at Gulf University with appeal relating to:

- disciplinary decisions issued in accordance with “Staff Disciplinary Procedures”.
- decisions issued by one of the academic Councils at the University (except the University Council).
- substantive decisions made in complaints from complainants.

3. Acronyms

BQA	Education and Training Quality Authority
COO	Chief Operating Officer
GU	Gulf University
HOD	Head of Academic Department
MOL	Ministry of Labor

4. Definitions

Appeal: A formal request made by a staff member for reconsideration of a disciplinary decision or action taken against him/her.

Appointed Staff: An employee who is assigned to a new post, that includes:

- **Full Time Staff:** A member of staff at GU that holds an academic or administrative position with a full-time term contract.
- **Part Time Staff:** A member of staff that holds an academic or administrative position with a part-time term contract.
- **Local Hire:** Expats or citizens hired locally within the Kingdom of Bahrain with fixed term contracts.

- **Volunteers:** An individual, who participates in university tasks for training without an employment contract.
- **Shifted Staff:** A member of staff of GU assigned to a new post or with additional duties.

Code of Conduct: The guidelines for the professional conduct and responsible behavior of an academic or administrative staff member at the University when interacting with colleagues, students, visitors, or the public.

Complaint: A formal statement of dissatisfaction with a particular situation, made by a staff member arising from an action of other academic and/or administrative staff members that adversely affects the status or rights of the staff member.

Disciplinary Action: A process of dealing with employees' behavior that does not meet or violate performance standards set in the Code of Conduct. It involves some kind of punishment meted out to the employee who has committed a breach of the code of conduct.

Grievance: A formal statement of dissatisfaction relating to problems or concerns that the staff member encounters at the workplace or with management.

Line Manager or Management: The direct supervisor, or supervisors of an academic or administrative staff member at the University.

Serious Misconduct: The act of breach of Code of Conduct which results in damaging the relationship between the staff member and the University and threatening the well-being of the University or other staff members and students.

University Executive Officers: These are the academic and administrative management of the University, including President of University, Vice President for Academic Affairs, Chief Operating Officer, and Deans of Colleges.

5. Code of Conduct

Gulf University Code of Conduct is stated in "Staff Conduct Procedures" (GU-PR30SCON).

6. Breach of Code of Conduct

Breaches of GU Code of Conduct by staff members are stated in "Staff Conduct Procedures" (GU-PR30SCON).

7. Procedure Details

7.1 Preamble

- a) Gulf University's experience shows that staff members generally conduct themselves reasonably and perform their responsibilities and duties well. It follows

those difficulties or minor problems, if occurred, can be overcome at the workplace level without the need for formal complaint.

- b) Failure to comply with the Code of Conduct by any staff member may result in disciplinary action up to and including dismissal. However, no disciplinary action shall diminish, in any way whatsoever, any of the provisions of Bahrain Labor Law or any subsequent amendments thereto.
- c) The disciplinary actions are governed not only by the nature of the act of breach, but also by the prevailing circumstances and service record of the concerned staff member.
- d) President of University shall compose annually the “Staff Complaints and Grievance Committee”. The Committee constitutes (3) academic staff members.

7.2 Complaints/Grievances

- a) Staff members shall submit to their line managers a written “Complaint/Grievance” on issues stated in Article (2.1) of this document, within a period not exceeding one week from the date of the incident.
- b) If the complaint/grievance of the staff member is related directly to the line manager or management, s/he shall submit it to the Staff Complaints and Grievance Committee within a period not exceeding one week from the date of the incident.
- c) The line manager, upon receiving the complaint/grievance, and depending on the seriousness of the act of breach, shall try first to resolve the matter through informal discussions with the concerned parties within one week of the date of receiving the complaint. If informal dialogue becomes unsuccessful, s/he shall then forward the complaint to the Staff Complaints and Grievance Committee.
- d) Executive Officers of the University shall either personally investigate the received complaint/reported breaches of the Code of Conduct and deal with it according to “Staff Disciplinary Procedures” as appropriate, or forward report, within a period of (3) days from the date of the incident to President of University, who shall deal with the case according to “Staff Disciplinary Procedures (GU-PR31SD)”.
- e) The Staff Complaints and Grievance Committee shall investigate the complaint/grievance, shall ask either one or both parties, and shall call any person that is appropriate to be heard. The Committee shall complete its work within (2) weeks from the date of receiving the complaint/grievance.
- f) The Committee shall reject the complaint/grievance if the necessary procedures are not followed.
- g) The Committee shall submit their recommendations to “Staff Disciplinary Committee” with one of the following results:
 - i. No evidence of act of breach of Code of Conduct and the “complaint against” staff member is pleaded innocent.
 - ii. Evidence indicates that the “complaint against” staff member has committed the act of breach of Code of Conduct.
- h) The “Staff Disciplinary Committee shall deal with the case according to the “Staff Disciplinary Procedures (GU-PR31SD)”.

- i) If the complaint is related directly to Chair or a member of “Staff Complaints and Grievance Committee”, President of University shall issue a decree for replacement of the same category.

7.3 Appeal

- a) Staff members shall submit to the President Office a written appeal on issues stated in Article (2.2) of this document, within a period not exceeding one week from the date of the incident.
- b) President of University shall form an “Appeal Committee” for the submitted appeal. The committee constitutes (3) academic staff members according to the following criteria:
 - i. The chair of the committee shall be of a rank or position not less than the staff member who submitted the appeal.
 - ii. The committee chair and members shall be from different colleges and must not be from the college of the staff member who submitted the appeal (for academic staff members).
- c) The Committee shall reject the appeal if the necessary procedures are not followed.
- d) The Committee shall investigate the case, shall ask either one or both parties it deems necessary, and shall call any person that is appropriate to be heard. The Committee shall complete its work within (2) weeks from the date of receiving the appeal.
- e) The Committee shall send their recommendations for appeal on disciplinary actions/decisions (except the actions issued by the President of the University, or decisions issued by University Council) to the President for approval or taking the decision he deems appropriate, based on the outcomes of the investigations made. The decision of the President of the University in this regard shall be final.
- f) The Committee shall send their recommendations for appeal on disciplinary actions issued by the President to University Council for approval or taking the decision deems appropriate, and this decision shall be final and irrevocable.
- g) The final decision on the appeal shall be announced by the Committee no later than one week from its issue.

8. Responsibilities

Academic and Administrative Staff are responsible for:

- following this document appropriately.

HODs, Heads of Units/Centers, and Managers are responsible for:

- appropriate implementation of this document.

Deans are responsible for:

- appropriate implementation of this document.

HR Department is responsible for:

- appropriate implementation of this document.

“Staff Complaints and Grievance”, “Staff Appeal” and “Staff Disciplinary” Committees are responsible for:

- following this document appropriately.

COO is responsible for:

- appropriate implementation of this document.

Vice President for Academic Affairs is responsible for:

- appropriate implementation of this document.

University Policy Development and Review Committee is responsible for:

- systematic review of the effectiveness of this document.

9. Related Policies

- Staff Conduct Policy
- Staff Induction Policy

10. Related Procedures

- Staff Conduct Procedures
- Staff Disciplinary Procedures
- Staff Induction Procedures

11. Related References and Standards

BQA	Institutional Review Handbook
BQA	Programs-within-college Review Handbook
MOL	Labor Law