



**Delhi School of Professional Studies and Research**  
(Approved by AICTE, Ministry of HRD, Govt. of India)

DSPSR/P/B/04

ISSUED DATE: 05/10/09

## **STAFF GRIEVANCE POLICY**

This policy and procedure is for the benefit of staff members of DSPSR. This policy and procedure shall be relied upon in respect of **all grievances made by** Staff Members of DSPSR

The Management of DSPSR strongly believes that grievances of staff members should be handled properly. College expects that grievances can be resolved informally and will use their best endeavors to resolve any grievances that are made informally, or any concerns that are raised, on that basis. If informal procedures fail to resolve the issue, a formal approach can be adopted.

Every grievance shall receive fair and proper consideration and a timely response. This policy and procedure is available on request to staff members of DSPSR.

### **Stage One - Informal Resolution**

1. It is hoped that most grievances will be resolved quickly and informally.
2. If staff member have a complaint they should normally, in the first instance, contact the Director/Dean. In many cases the matter shall be resolved straight away.
3. A written record of all concerns shall be maintained.
4. The College shall use its reasonable endeavors to resolve any informal grievance within five working days of them being raised.
5. Should the matter not be resolved as referred to in paragraph 4 above, or in the event that the Director & Dean fails to reach a satisfactory solution, then staff members be advised to proceed with their concern in accordance with Stage Two of this procedure.

### **Stage Two - Formal Resolution**

6. If the complaint cannot be resolved on an informal basis (as set out in paragraphs 4 and 5 above), then staff member should put their complaint in writing to the Director in which the complaint should be expressed clearly and courteously.
7. The Director/Dean will undertake an investigation and decide upon the action to be taken.
8. In most cases, the Director & Dean will meet or speak with the staff member concerned to discuss the matter. If possible, a resolution will be reached at this stage.
9. A written record of all meetings and interviews held in relation to the complaint shall be maintained.

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**10.** Once the Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision shall be made. The staff member shall be informed of this decision in writing, giving reasons for this decision. The written decision should be provided no later than seven working days after speaking or meeting with the concerned person to discuss the matter.

**11.** The College will keep a written record of all formal complaints, including records of meetings and interviews held in relation to the complaint.

**12.** Where staff members are dissatisfied with the outcome of the College's response to their formal complaint, they have the opportunity to have their complaint considered by the Governing Body.

**Stage Three – Panel Hearing**

**13.** If the staff member seeks to invoke Stage Three following failure to reach an earlier resolution and where dissatisfied with the Director's decision in respect of their formal complaint, the faculty may, in writing addressed to the College, request that their complaint be further considered by the President/Chairman/Governing Body.

**14.** This request for further assessment of the complaint will, for the purposes of this Procedure, be known as an "appeal".

**15.** Staff member must lodge their appeal in writing and within five working days of the date of the College's decision made in accordance with the Stage Two Procedure. The faculty should provide a list of their grievances.

**16.** The Chair provides an independent source of advice on procedure for all parties.

**17.** Once an appeal has been received by the Chair, he/she shall acknowledge the appeal in writing within five working days, and inform the staff member of the steps involved in this Grievance Procedure.

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