

**GREAT LAKES UNIVERSITY OF KISUMU
(GLUK)**



GRIEVANCE RESOLUTION POLICY

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Signed:

Vice Chancellor, Secretary to Council

Date:

Chairman of Council

Date:

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DEFINITIONS

Advocate: A person who supports the cause of another and acts on his or her behalf according to that person's directions.

Appeal: A request for a reconsideration of a decision.

Complaint – Informal: For the purposes of this Policy a complaint remains informal unless it is submitted in writing to the Conflict Resolution Manager.

Grievance: Any real or perceived ground for complaint including perceived racial or sexual harassment; discrimination on the grounds of disability, race, ethnicity, religious belief, political viewpoint, sex, marital status or pregnancy; or any other unfair or improper treatment.

Grievance Resolution Officer: The Grievance Resolution Officer is a person employed by the University in the role which stands apart from University management and who provides independent procedural assistance to all parties concerned with making or responding to a grievance.

Mediator: A person who assists disputants (at their request) in an attempt to reconcile their conflict. A mediator remains neutral and makes no assessment of the facts or rights of a case.

Natural Justice: For the purposes of this Policy, the requirements of natural justice are taken to include opportunity to be heard, absence of bias and expeditious handling of complaints.

Procedural Fairness: Procedural fairness is another term for "natural justice" as defined above.

Victimization: For the purposes of this Policy, victimization is defined as acts or omissions which cause a person to suffer because she or he made a complaint.

EXECUTIVE SUMMARY

Great Lakes University of Kisumu Grievance Resolution Policy is committed to the University mission of supporting excellence in teaching, learning, research and relationships. The policy is set out to address grievances that may arise time and again among relationships. It brings understanding among the University community for better delivery of teaching, learning and research. It enables students and faculty to have access to resources and information needed for education, scholarship and research. This policy lays out guidelines for the continuing development and amicable relations that provide a foundation for teaching, training, research and innovation.

Signed:

Vice Chancellor, Chair of the University Senate

Date:

1.0. GENERAL UNIVERSITY INFORMATION

Great Lakes University of Kisumu is committed to maintaining high standards of education and training of professionals who are responsible stewards of resources and services in the society. GLUK graduates, after going through the learning experience with the institution, go out equipped with the following rare and important attributes; high level of integrity, transparency and accountability, they are selfless, inclusive and participatory providing space and voice for all people. Our curricula prepare them to meet the needs of the market and professional bodies.

The following section provides guidelines that are applied to determine the eligibility of the applicants seeking admission to various programmes offered at GLUK.

1.1. Vision, Mission, Philosophy and Core Values of the University

1.1.1. Vision:

The Great Lakes University of Kisumu (GLUK) is established as a Centre of Excellence bridging academics with community and institutional based development.

1.1.2. Mission:

The Mission of GLUK is to develop effective and concerned managers or leaders with a vision for the transformation of situations in the African context.

1.1.3. Philosophy of the University:

GLUK believes that all people and communities have capacities and are fully engaged in individual, collective and collaborative actions to solve their own problems.

1.1.4. Core Values and principles:

All members of the University in their individual and collective capacities shall be fully committed to high standards of good governance and shall act in a manner consistent with the following values and principles which shall provide the framework within which all the University activities shall be performed:

- a) Excellence.
- b) Respect for dignity of every person.
- c) Results orientation.
- d) Integrity and honesty
- e) Accountability and prudent stewardship of resources.
- f) Mutual respect.
- g) Inclusive participation

2.0. INTRODUCTION

2.1. PURPOSE

Grievances arising within the University or about the University's processes shall be dealt with efficiently and in a manner which affords natural justice to all parties.

2.2. APPLICATION

All Staff and Students

2.3. POLICY STATEMENT

- i. There shall be a Grievance Resolution Protocol which shall give effect to this policy in a manner consistent with the requirements of relevant legislation and GLUK Policies.
- ii. Complainants shall not be victimized.

2.4. Scope of Policy

- a) This Policy covers all grievances arising within the University, or about the University's processes.
- b) This policy does not replace existing policies and procedures which provide formal avenues for appeal against decisions of the University.
- c) When a person initiates grievance action under legislation outside the University, or under common law in civil courts, any action taken under this Policy shall cease.

2.5. Exceptions

- a. Persons wishing to use this Policy are expected to have exhausted the normal University avenues for appeals.

- b. Any member of staff or student who believes that, in the process of undertaking the appeal, there has been a lack of procedural fairness may seek advice from the Grievance Resolution Officer as to the appropriate application of this Policy.

2.6. Responsibilities of the Grievance Resolution Officer

The Grievance Resolution Officer shall be responsible for the implementation of the Grievance Policy. Key areas of responsibility within this include - monitoring and control of the grievance process; providing education (training) and consultative support relating to grievances, in particular to Heads of College/School/Department; providing pro-active advice on necessary change and development within the University; fostering awareness of legal responsibilities and requirements within the University the responsibility of University managers to observe legislation and University policies and procedures ; reporting each year to the Vice-Chancellor on the number, categories and disposition of all complaints in the preceding twelve months.

2.7. The Grievance Resolution Protocol

This shall be reviewed and amended from time to time as appropriate by the Vice-Chancellor.

3.0. OBJECTIVES

- i. To provide for fair, effective and open organizational response to grievances.
- ii. To minimize personal and organizational dysfunction arising from unresolved grievances.

4.0. OTHER RELEVANT DOCUMENTS/LINKS

- a. The Constitution of the Republic of Kenya
- b. Anti sexual Harassment Policy
- c. Students With A Disability Policy