



Staff Grievance Procedure

Purpose

The Staff Grievance Policy aims to establish fair and structured processes for resolving grievances raised by staff members. The policy ensures that disputes are managed in a consistent and equitable manner, fostering trust and transparency within the institute.

Definitions

- **Grievance:** A formal dispute or disagreement between a staff member and a TQTI employee regarding the interpretation or application of the institute's workplace policies, procedures, or operations. Grievances may arise from:
 - Failure to address workplace concerns effectively.
 - Arbitrary or inconsistent actions by TQTI employees or management.
 - Unfair application of a policy or procedure compared to others.
 - Administrative errors in applying policies or procedures.
- **TQTI Administrator:** Head of Department
- **TQTI Manager:** The top responsible person within the institute
- **TQTI Working Time:** 07:00 am – 04:00 pm



Scope

Grievances differ from other workplace issues as they specifically address disputes concerning workplace operations, policies, and procedures. Staff members may file grievances for all disputes with TQTI (individual or department) concerning non-academic or workplace-related matters. This policy applies to issues outside the scope of other established policies at TQTI.

Procedure Statements

Staff grievances may arise in relation to workplace concerns. However, specific types of complaints are addressed through separate policies:

- **Workplace Safety Concerns:** Addressed via the Quality, Health, Safety & Environment Policy.
- **Discrimination Complaint Procedure:** Governed by the Discrimination Complaint Form

Addressing Workplace-Related Issues

When grievances involve both workplace-related issues and academic responsibilities, priority will be given to resolving the workplace-related concerns first.

Informal Resolution Process

Staff members are encouraged to resolve grievances informally by discussing their concerns directly with the relevant individual.



Formal Grievance Process

Should the informal resolution process fail to achieve a satisfactory outcome, staff members may file a formal grievance.

To do so:

- Submit a written grievance to the relevant administrator (if available), if not submit it to TQTI Manager within five working days of the event.
- Clearly outline the nature of the issue, desired resolution, and any previous attempts to resolve the matter. The administrator or TQTI manager will conduct a review and respond in writing within two working days of receiving the grievance. If additional time is required due to exceptional circumstances, staff members will be informed accordingly.

Dr. Samir Al Bahrani

Manager of Institute

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