

 <p style="text-align: center;"><i>HUMAN RESOURCES DEPARTMENT</i></p> <p style="text-align: center;">Grievances Procedure</p>	Procedure No.	Version
	011	002
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	Approved By: Mr. Nawaf AlKhalaf	
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I. Procedure

1. Informal approach:

Employee shall initially approach the immediate Supervisor/Manager in case of any grievance issue.

2. Formal approach:

Where the issue is not resolved through the immediate Supervisor/Manager, employees may raise the grievance issue in writing to their Dean/Director/Vice President.

2.1 Evaluation of the case:

The Dean/Director/Vice President shall meet and review the matter and shall arrive to a decision within five working days after the meeting is held. That outcome/solution shall be communicated to the employee in writing.

2.2 Grievance appeal:

In the event that the employee is not satisfied with the outcome, further appeal may be made to the HR Department. Then, the HR should evaluate the case and recommend if Grievance committee can be formed to discuss and recommend resolutions. The decision of the HR shall be considered as final.

- **The channels that can be used for reporting Grievance either:**
(E-mail, or Formal Meeting, or Grievance Form)
- **Requirement:** HR should maintain all Grievance cases in a specific file, and treat it as confidential related matter.

II. Application

This procedure shall apply to all GUST employees.

III. Related Policies/Procedures

IV. Revision History

Date	Revision	Remarks
10/2/2013	001	Initial release
23/3/2022	002	Simple amendments