



## **SOP- STAFF GRIEVANCE AND REDRESSAL**

### **Purpose**

- To achieve consistent Redressal in the handling of staff grievance in the workplace and provide procedures to follow in the department.

### **Scope:**

- Procedures outlined in this policy aim to achieve consistent Redressal in the handling of personal grievance's in the workplace and provide procedures to follow in the event a personal grievance's arises
- All Department Staff members

### **Objectives:**

- To ensure fair, impartial and consist mechanism for Redressal of varied issues face by the staff
- To ensure that grievances are resolved promptly, objectively and with sensitivity and complete confidentiality.

### **Procedure:**

Head of Department –

- 1) Encourage Staff to come forward with personal Grievance's.
- 2) Deals with personal grievances of teaching as well as non-teaching staff in a supportive way.
- 3) Encourages 'fairness' and resolution of personal grievances as close as possible in the source of grievances



## **GRIEVANCE REDRESSAL PROCEDURE:**

### **1] Direct Method-**

Step1 – Resolve Grievance directly

- If the staffs feel comfortable in doing grievance they should attempt to address the issue directly with the person involved in the Grievance.
- The staff may find the other person was not aware of their grievance and the matter can be resolved directly

Step 2- Report of the grievance to management

- If the staff does not feels comfortable talking to the person involved or they have tried to and it was ineffective in resolving the grievance.

### **2] Informal Procedure-**

- Head of department discussing the issue with the person against whom the complaint is made.
- Personal grievances are able to resolve by head of department by informal procedure.
- Held's a meeting with the principal in an attempt to resolve the issue and move forward.
- Outcome depends on the nature of the grievance and procedures followed to address the grievance

### **HOD takes following outcome-**

- Training to assist in addressing the problems of the grievance
- Monitoring to ensure that there are no further problems
- Changing departmental work arrangement
- Requiring on apology or an undertaking that stop certain behaviour
- Implementation of new policy in the department



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## Other Procedural Issues-

- Work will continue as normal while a personal grievance is being dealt with under these guidelines
- All persons affected by the grievance are expected to co-operate with, HOD to ensure the efficient and fair resolution of the grievance
- All staff members at the department involved in the grievance are required to maintain confidentiality including the staff who lodges the complain.
- The complainant may discuss the grievance with a representative (HOD).

## Documentation-

- Personal grievances arising from the informal procedure is recorded and signed by all staff members

## Access to Support -

- The staff member can seek advice from head of department other staff members at any stage during the grievance procedure.

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