



Employees' Grievance Policy & Procedures at the American University of Madaba for year 2021

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Aim and scope:

- 1- AUM provides its employees (faculty and Administrative staff) with a fair and efficient process to present, and resolve grievances that might arise during their employment
- 2- Filing a grievance is submitted in the following cases:
 - a. When the employee believes he/she was treated unfairly way, was bullied, and/or was deprived of his/ her rights.
 - b. When the employee believes he/she received an unjust performance provided that he/she shall submit evidence of such an allegation
 - c. When the employee wishes to file a complaint against a wrong doing committed upon him/her by others
 - d. When the employee wishes to file an objection or grievance regarding his/her employment status
- 3- Grievances do not apply in cases in which AUM has established other policies and procedures that address the concerns of the grievant

The Grievance Committee Structure:

The Grievance Committee is formed by the council of Deans at the beginning of each academic year to handle grievances submitted by employees and constituted of:

1. three faculty members one of which is a professor (chairperson)
2. two administrative employees

The grievance committee shall have at least 2 female members

Grievance Committee Duties:

The Grievance Committee shall

1. Meet upon receiving a grievance
2. Interview the grievant and other employees as they find appropriate
3. Provide a recommendation to the president within 14 days of the date of receiving the grievance

Procedures

- a- The employee submits his /her grievance to the direct supervisor within three working days of the incident
- b- The grievance submitted is treated confidentially
- c- Recognizing the sensitive nature of submitting the grievance, AUM shall provide necessary action to protect the grievant from injustice and /or bullying arising due to the submission of the grievance.
- d- If the grievance is not resolved through the direct supervisor, the grievance may be submitted to the faculty dean/director
- e- The Dean/Director shall review the grievance submitted and provide a resolution in writing within three working days.
- f- If the grievant is not satisfied with the resolution or does not receive an answer within the specified periods, he /she may direct the grievance to the Grievance committee that shall review the case and provide the recommendation to the president within one week.

General Guidelines

- a. Employees / faculty members shall be aware of the acts and behavior expected from them in line with the regulations and mission of the university. Unacceptable acts and/or behaviors shall conclude to disciplinary actions taken by the university.
- b. The employee must act in a manner consistent with the Code of Conduct and Ethics, University Regulations and instructions. Breaching or not committing to the regulation shall be dealt with accordance with the sanction list stipulated in the employee bylaw and regulation
- c. Disciplinary actions imposed on the employee shall be after conducting a full investigation, interviewing the employee and providing a written resolution
- d. The employee shall not be exempted from the disciplinary action unless he/she proves in writing that the employee acted upon direction of their supervisor. In such cases the employee shall provide the evidence and accordingly the disciplinary action shall be imposed on the supervisor.
- e. No disciplinary action shall be imposed on the employee without conducting an investigation that gives the employee the opportunity to defend himself/herself
- f. The employee shall not be subject to the disciplinary action twice for the same act or violation.