

# Employees Grievance Procedure

Effective Date: 1/1/2018

Amended:

## 1. OBJECTIVE

- 1.1 The purpose of this policy is to provide the respective Head of Department (HOD), Human Resources (HR) and employees with guidelines on the policy and procedures of handling employees grievances at workplace aimed at creating a harmonious work environment.

## 2. SCOPE

- 2.1 This policy, procedures and controls shall cover all employees of Sunway University (*hereinafter referred to as "the University"*).

## 3. GRIEVANCE PROCEDURES

### 3.1 Definition

A "grievance" is defined as a serious work-related problem or any unwanted or unwelcome condition, e.g. harassment, unjust treatment, etc., which the employee concerned believes to be unfair and adversely affects his/ her work performance, which he/ she brings to the attention of his/ her Immediate Superior and is subsequently not settled to the satisfaction of the employee.

### 3.2 Intention

- (a) It is the intention of the University that any grievance arising between the employee and the University be settled as equitably and as quickly as possible.
- (b) An employee who is aggrieved by an action of the University may seek redress orally or in writing to his/ her superior stating the nature of his/ her complaint.

### 3.3 Procedures

All grievances shall be resolved through the following procedures:-

- Step 1 - An employee should bring up his/ her problem/ grievance to his/ her Immediate Superior by the quickest possible means.
- Step 2 - If the employee fails to obtain satisfactory response from his/ her Immediate Superior, he/ she may refer the matter in writing to the Head of Department (HOD)/ Dean/ Director for further consideration.
- Step 3 - If the employee is still dissatisfied by the decision given by the vHOD/ Dean/ Director, he/ she may then submit his/ her grievance in writing to HR for resolution.