

EAST ASIA MANGEMENT UNIVERSITY

Policy and Procedures on Grievance Management and Appeal

1 Preamble

- 1.1. EAMU provides high quality services including an efficient means of resolving grievances with minimum stress and maximum protection. EAMU's grievances processes are independent, easily and immediately accessible and inexpensive.
- 1.2. EAMU's grievances procedures include both informal and formal processes. EAMU seeks to ensure that, as far as possible, grievances are dealt with amicably and expeditiously, and resolved through discussion between the relevant parties. If, however, grievances are not resolved informally and in a timely manner, complainants have recourse to formal processes.
- 1.3. EAMU seeks to ensure that, as far as possible, grievances are dealt with within the institution.
- 1.4. All student grievances are recorded in writing on the EAMU Student Administrative System.
- 1.5. Student grievances are considered a form of student feedback and as such comprise an integral part of EAMU's quality assurance processes.
- 1.6. The EAMU Academic Board is delegated oversight of student grievances relating to academic matters, including appeals of assessment results.
- 1.7. EAMU's *Policies and Procedures on Grievances Management and Appeal* are developed to ensure consistency with national Code of Practice adopted internationally.

2 Principles underpinning EAMU's grievance management procedures.

2.1 Sensitivity

EAMU ensures that grievances are dealt sensitively and with care.

2.2 Confidentiality

All involved in a grievance matter are obligated to maintain confidentiality of process and of records.

2.3 Procedural fairness

Grievances must be dealt with in an honest, impartial, consistent and transparent manner and in accordance with EAMU's the policies and procedures. Complainant and the respondent (where applicable) must be given the opportunity to formally present their case and receive appropriate information, support and assistance in resolving the grievance.

In the case of the complainant being a student, EAMU will maintain the complainant's enrolment until the process is finalised. The complainant has the right to be represented.

2.4 Freedom from victimization/unfair repercussions

EAMU seeks to ensure free and open culture wherein members of the EAMU community and in particular students, are able to raise areas of disquiet, being

confident that victimisation does not occur. Any EAMU employee who victimises will be subject to disciplinary action.

2.5 Timeliness

Grievances must be dealt with minimum delays in a timely manner. EAMU will commence the process within five working days of the lodgement of a formal (written) grievance.

2.6 Support

The complainant has the right to be accompanied and assisted by a third party throughout the process.

EAMU employees are to render all possible assistance in relation to grievances by providing advice on:

- a. the grievance procedure with reference to EAMU's Policies and Procedures on Grievances Management and Appeal;
- b. the person with whom the grievance initially should be raised;
- c. the complainant's right to be accompanied and assisted by a third party throughout the process;
- d. the anticipated time frame for resolution.

3 Procedures

There are a number of stages to EAMU's grievance procedure all of which are free of fees or charges

3.1 Stage 1 Internal informal process

If a complaint is simple and actionable it may be resolved by an academic or administrative staff member.

3.2 Stage 2 Internal formal process (a)

If the grievance is not resolved informally, or is complex and major, then the complainant will lodge with the Student Services Officer, a written submission providing full particulars of the grievance.

The Student Services Officer will

- a. In writing, acknowledge receipt within five working days;
 - b. advise the complainant and (if applicable) and respondents, of their right to be accompanied and assisted by a third party;
 - c. without prejudice investigate, gather information and facilitate resolution in a timely manner, through inter alia, a formal meeting with the complainant, and if and when appropriate, respondents;
 - d. where other parties are involved, monitor the process to ensure a mutually acceptable resolution with minimal delay;
 - e. in writing, provide the complainant and any respondents comprehensive advice about the outcome;
- ensure full and complete record of proceedings.

3.3 Stage 3 Internal formal process (b)

If the grievance (including academic grievance) is not resolved at Stage 2 as outline above, then the complainant, in writing, may bring the matter to the attention of the Principal, who, will:

- a. In writing, acknowledge receipt within five working days;
- b. within five working days of receipt of the grievance, commence a review of proceedings, and, if appropriate, gather further evidence, and make a determination;
- c. Provide the complainant within 28 working days, in writing, with:
 - i. a comprehensive account of the outcome and particulars of the reasons for the determination;
 - ii. advice on his or her right to access EAMU's external appeals process;
 - iii. particulars, including telephone number, email, and postal address of EAMU's external appeals body, if available in Cambodia.

The Principal, where appropriate, may form a panel of persons with relevant expertise and who have had not party to the grievance to assist in the review.

3.4 Stage 4 External appeal process

If a student is not satisfied with the outcome of Stage 3 as outlined above, the student has the right to access, without fee or charge, EAMU's external appeals mechanism.

The External Appeal agency's functions include providing independent complaint handling processes if and when EAMU's internal process fails to achieve a resolution of the grievance.

At the completion of the External appeal process relating to student grievances, EAMU will:

- a. implement immediately the External Appeal agency's decision and/or recommendations for remedial and preventative action; and
- b. advise in writing the aggrieved students and other relevant parties of outcomes.

3.5 Action at law

If a student is not satisfied with the outcome of the processes involving the External Appeal body as outlined in para 3.4 above, the student can seek advice from a legal practitioner with regard to action at law. The advice of a legal practitioner usually entails significant fees and charges.

3.6 Academic grievances

Academic grievances is a complaint relating to a decision, made by a person or group of persons acting on behalf of EAMU, that directly and adversely affects a student as an individual in his/her scholarly capacity.

The Student Services Officer will forward academic grievances to the Pro VC Academic who will investigate the issues in accordance with the above stated procedures.

4 Dissemination of EAMU's Policies and Procedures on Grievances

4.1 EAMU's *Policies and Procedures on Grievances*, either in full are published:

- a. on the EAMU website www.EAMU.edu.akh (in full);
- b. on notice boards in EAMU premises (in full);
- c. in the Student Handbook (student friendly version);
- d. as an attachment to the EAMU enrolment form;
- e. in the Staff Handbook (in full).

4.2 EAMU's *Policies and Procedures on Student Grievances* also are disseminated during:

- a. Staff induction;
- b. Student orientation;
- c. Education Agent induction.

EAMU