

2.15.8	The Director, Staff Development Unit, Faculty of Social Sciences and Humanities, Rajarata University of Sri Lanka	<b>Beneficiaries</b>
2.15.9	Permanent and Temporary academic and non-academic staff of the faculty.	<b>Benefits</b>

### 2.16 Policy for Student Grievances Management

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2.16.1	This policy shall be named the "policy for Student Grievances Management " at the Faculty of Social Sciences and Humanities of the Rajarata University of Sri Lanka and it shall be abbreviated as the SGM Policy/FSSH/RUSL.		<b>Name of the policy</b>
2.16.2	As part of its commitment to quality, Faculty of Social Sciences & Humanities of Rajarata University of Sri Lanka, recognizes that students may have grievances about matters or issues related to their experiences at the University and therefore the need for establishing a mechanism to facilitate transparent, fair and timely procedures for addressing such grievances in accordance with principles of natural justice, while ensuring that all parties are treated equally and fairly considering their individual circumstances.		<b>Policy statement</b>
2.16.3	The objectives of this policy are: 01. To provide students with a framework on which they may submit a new grievance, grievance on unresolved complaints		<b>Objectives</b>

	<p>in relation to decisions of or advice provided by the University. This includes but is not limited to:</p> <ol style="list-style-type: none"> <li>i. Decisions by academic staff members affecting individuals or group of students;</li> <li>ii. The content or structure of academic programs, including the nature and quality of teaching and assessment and its impact on individual students;</li> <li>iii. Supervision of students undertaking research projects;</li> <li>iv. Authorship and intellectual property;</li> <li>v. Quality of student services and access to University facilities and resources;</li> </ol> <p>02. To provide the Faculty with a framework to ensure there are transparent, fair and timely procedures for addressing student grievances in accordance with principles of natural justice, ensuring that all parties are treated equally and fairly with regard to their individual circumstances.</p>	
<p><b>2.16.4</b></p>	<p>This policy applies to all the students of the Faculty of Social Sciences &amp; Humanities of Rajarata University of Sri Lanka.</p> <p>This policy covers issues related to</p> <ol style="list-style-type: none"> <li>01 Organizational changes in the teaching &amp; learning environment <ul style="list-style-type: none"> <li>- Decisions by academic staff members affecting individuals or groups of students</li> <li>- Changes in the content or structure of academic programs</li> <li>- Changes in the nature and quality of teaching and assessment</li> </ul> </li> <li>03. Supervision of students undertaking research projects</li> <li>04. Authorship and intellectual property</li> <li>05. Quality of student services and access to university facilities and resources</li> </ol>	<p><b>Scope</b></p>
	<p>Please use “Reporting Sexual &amp; Gender Based Violence” online portal for any other form of harassment, discrimination or bullying</p>	

	<p>This policy does not cover issues,</p> <ol style="list-style-type: none"> <li>01. Relating to decisions based solely on alleged or unsubstantiated academic or general misconduct or academic judgment</li> <li>02. Which has arisen from a student's failure to read and act upon a notice or correspondence relating to content of university and examination by –Laws</li> </ol> <p>Grievances that are without substance, not made in good faith or made in order to cause annoyance or malicious harm to another person will not be investigated by the committee.</p>	
<b>2.16.5</b>	<p>This policy is made by the committee appointed by the Faculty board upon recommendation of the Quality Assurance Unit, Faculty of Social Sciences and Humanities, Rajarata University of Sri Lanka.</p>	<b>Authority</b>
<b>2.16.6</b>	<p>In order to function as an independent body, the committee should comprise of:</p> <ol style="list-style-type: none"> <li>01. Four academic members, preferably one each from 07 Department of the Faculty</li> <li>02. One member from another faculty of the University</li> </ol> <p>As and when necessary, committee may seek expert opinion from relevant personnel and authorities. The committee is appointed for a period of three years.</p>	<b>Composition</b>
<b>2.16.7.</b>	<p>Making a decision to submit a grievance</p> <ol style="list-style-type: none"> <li>01. Students wishing to submit grievances are encouraged to seek advice from their mentors and student counsellors to consider whether the grievances are reasonable and it is the best course of action under the circumstances</li> <li>02. Grievances must be submitted within 03 months of the incident</li> </ol>	<b>Procedures</b>
	How to submit	

01. The written grievances should be submitted in sealed double envelopes where the inner envelop is addressed to the Grievance Committee and outer envelope addressed to the Dean, Faculty of Social Sciences & Humanities of Rajarata University of Sri Lanka.

Deliberations by the committee

01. The Grievance Committee shall determine whether the formal written grievance submitted by the student falls within the jurisdiction of the Committee and if so, to hear the grievance.
02. Members of the Grievance Committee are expected to attend the initial orientation meeting within four weeks of submitting the grievance and initiation of the process shall be informed to the student within the same duration. Then hearing dates shall be scheduled to discuss the cases that have been forwarded.
03. Members of the Committee must at all times maintain a neutral status and must be fair and impartial decision makers with high level of integrity and trust.
04. The Committee's role is to listen and review all documentary evidence presented during the hearing to make a decision based on the evidence presented by each party. They should be able to weigh the credibility of the evidence, make specific findings of fact and determine whether the grievant has established the case.
05. The grievance procedure requires at least five members from the grievance Committee to hear the grievance and decide the action.
06. The Committee is responsible for making written findings of facts, observations, recommendations and decisions of the Committee.
07. Time frame of submitting the report should be within 3 months of submission of the grievance

	<p>08. The final report signed by all the members should be handed over to the Dean in a confidential cover</p> <p>Do s and Don't s</p> <p>01. Committee members must be open minded and not prejudiced</p> <p>02. The committee must respect privacy and confidentiality at all times and maintain confidential records for each case</p> <p>03. It is important to ensure that the process that is followed by the grievance committee is fundamentally fair to all parties and complies with the university procedures</p> <p>04. The committee must ensure students do not suffer any victimization or discrimination as a result of raising complaints or grievances</p> <p>Outcome of the decisions of the Grievances Committee</p> <p>01. Grievances committee shall follow up on the actions taken by the University regarding the report submitted by them in order to assure that the recommendations are carried out without undue delay.</p>	
2.16.9	<p>Grievance means a matter to be investigated according to a formal process. This Includes;</p> <p>02. Escalated complaints which are not able to be resolved at the local level or through mediation</p> <p>03. Matters relating to allegations of misconduct where disciplinary action against a student may be an outcome of the investigation.</p> <p>This policy will come into effect from the date of approval by the Council of the Rajarata University of Sri Lanka and will be subjected to review.</p>	<b>Definitions</b>