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Date: 01st September 2025

Staff Grievance and Complaint Policy

Purpose:

To provide a clear and confidential process for resolving workplace disputes and grievances.

Policy Statement:

PSBU encourages open communication and aims to resolve grievances promptly, fairly, and at the lowest possible level.

Procedures:

- Staff should first attempt informal resolution with their immediate supervisor.
- If unresolved, a formal written grievance may be submitted to the HR Office.
- Appeals may be made to the Rector or designated independent panel.

Review:

Reviewed biennially by the Human Resources Office.

Next review date: 20th August 2028