Employee Rights, Pay Appeal and Grievance Redressal Policy

1. Purpose

To provide employees with an accessible, fair and time-bound process to raise grievances and appeal decisions relating to pay and employment rights.

2. Scope

This policy covers employee concerns about salary fixation, wage payment, deductions, benefits, working conditions and other employment rights. It applies to University employees and provides a route for referring outsourced-worker concerns to the appropriate contract or statutory mechanism. It does not replace specialised statutory procedures, including the POSH process.

3. Definitions

- **Grievance Officer:** The officer designated by the Competent Authority to receive, route, monitor and report employee grievances.
- **Appeal Authority:** An authority or panel designated to review an appeal and including, as far as practicable, a person who was not involved in the original decision.
- **Grievance:** A concern raised by an employee about an employment-related decision, omission, payment or workplace right.

4. Policy Statement

VISTAS is committed to providing a fair, accessible, confidential and impartial process for employees to raise grievances and appeal decisions concerning pay and employment rights, without fear of retaliation. Statutory remedies and procedures shall prevail wherever applicable.

5. Policy Principles and Commitments

- Grievance channels and contact details shall be communicated to employees.
- Grievances may be submitted in writing, by email or through another accessible channel notified by the University.
- Grievances shall be acknowledged, recorded and referred to the appropriate authority.
- No employee shall face retaliation for raising a genuine grievance or participating in a review.
- Matters within the jurisdiction of statutory or specialised mechanisms shall be referred to those mechanisms.
- Records shall be maintained securely and access restricted to authorised persons.
- Recurring grievance themes shall be reviewed periodically to improve institutional procedures.

6. Implementation Procedure

1. An employee may submit a grievance to the designated Grievance Officer, Human Resources or the notified reporting authority.
2. The Grievance Officer shall acknowledge receipt normally within three working days and record the matter securely.

3. The grievance shall be reviewed impartially. A reasoned response should ordinarily be issued within 15 working days, where practicable; if more time is required, the employee shall be informed of the reason and expected timeline.
4. Where the grievance concerns the Grievance Officer or the officer who would ordinarily decide the matter, it shall be referred to an independent designated authority.
5. An employee dissatisfied with the decision may submit an appeal to the Appeal Authority within 30 days, unless another period is prescribed by applicable law or procedure.
6. The Appeal Authority should ordinarily issue a reasoned decision within 30 days, where practicable, and communicate any delay and its reason.
7. Where a statutory procedure prescribes a different process or timeline, the statutory procedure shall apply.
8. The outcome and closure shall be recorded, and anonymised grievance trends shall be reported periodically to the Competent Authority.

7. Roles and Responsibilities

Role	Responsibility
Grievance Officer	Receive, acknowledge, route, track and report grievances.
Human Resources	Provide employment records and coordinate implementation of decisions.
Appeal Authority	Review appeals impartially and issue reasoned decisions.
Reporting authority / Department Heads	Provide relevant information and implement authorised actions.
Employees	Provide accurate information and use the designated channels.
Competent Authority	Designate officers and oversee the grievance mechanism.

8. Records and Supporting Evidence

- Published grievance and appeal procedure with contact details
- Restricted-access grievance register
- Decision and appeal records, appropriately redacted
- Referral records to statutory or specialised mechanisms
- Periodic anonymised report on grievance trends and improvements

9. Review and Amendment

This policy shall be reviewed at least once every three years, or earlier if applicable law, University structures, identified risks or implementation reviews require amendment. The review date and approved amendments shall be recorded.

Created / Revised on: _____

Approved by: _____ Date: _____

Signature / Seal: _____