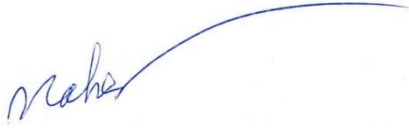


 معهد الخط الأخضر للتدريب Green Line Training Institute		
DOCUMENT TITLE	Learner and Staff Grievancy Policy	DOCUMENT Ref. GLTI-POL-QA-04
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LEARNER/ STAFF GRIEVANCE POLICY

Introduction:

The purpose of the Learner/ staff Grievance Policy is to provide equitable and orderly processes to resolve grievances by learners.

Definitions

Grievance -- formal difference or dispute between a trainee and a GLTI employee about the interpretation and/or application of the GLTI's non-academic policies and procedures, or provision of services, by members of the GLTI's faculty or staff, that negatively affects the trainee.



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A grievance may be based on one of the following claims: failure to provide services, arbitrary and/or unreliable actions by a GLTI employee or administrative office; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

Relevant Administrator— Appropriate Office Director or Institute Training Manager or General Manager. The focus of grievance is with the unit where the service is delivered. Questions about the appropriate administrative personnel are resolved by the G.M or designee.

G.M or designee—The office responsible for the service area.

Statements

A grievance differs from an appeal of an academic decision, as it deals with service issues and not the actual outcomes of course work. A trainee may file a grievance in the cases of an unresolved difference or dispute between themselves and the GLTI (office or individual) related to services rendered or non-academic decisions. The policy covers matter outside the scope of other policies of the GLTI.

Complaints about sexual harassment and discrimination based upon protected class are addressed via the Discrimination Complaint Procedure; complaints about services related to disabilities are addressed through trainees with disabilities policy, complaints about trainee's behavior are addressed through the learners conduct policy and procedures and trainee appeals including grading are addressed through Trainee Appeals Policy.

In cases where service issues underlie a disagreement about an academic evaluation, the service issue will be investigated and decided first.

Informal Resolution

The trainee is strongly encouraged to seek informal resolution of a grievance by bringing it to the attention of the relevant individual, administrator or office. An attempt at informal resolution should begin no more than 20 business days after the service or decision is rendered.

Formal Grievance

If the trainee is unsatisfied with the response, the trainee may make a formal, written grievance to the relevant administrator.

Any formal grievance must be submitted by the trainee within 40 business days after the service or decision is rendered. The trainee must state the nature of the grievance and the remedy s/he is seeking and describe any previous attempts to resolve the issue grievance.

The administrator reviews the situation and should provide a written response, including appeal information within 15 days of receiving the complaint, copying the primary mentor/academic advisor. Trainees will be informed if extenuating circumstances require additional time.

Appeal of Formal Grievance Decision

If the trainee is unsatisfied with the formal grievance decision, the trainee may appeal in writing to the appropriate Manager, Director or designee.

Any appeal must be submitted within 20 business days of the transmission of the formal grievance decision. The trainee must state the nature of the justification for the appeal.

G.M or designee reviews the grievance and should provide a written response within 15 days of receiving the appeal. This decision is final.