



**AFRICA CENTRE OF EXCELLENCE FOR INFECTIOUS DISEASES OF  
HUMANS AND ANIMALS (ACEIDHA)**

**UPDATE ON THE STATUS OF THE GRIEVANCE REDRESS  
MECHANISM (GRM) AT ACEIDHA**

**LUSAKA - AUGUST 2020**

The Africa Centre of Excellence for Infectious Diseases of Humans and Animals has responded to the request by the Work Bank for an update on the status of the Centre’s Grievance Redress Mechanism (GRM). Below are the responses from ACEIDHA on the existing GRM:

#	WORLD BANK QUESTION	ACEIDHA RESPONSE
1	Is there an active GRM in place—either specific to the ACE or within the broader academic department, research faculty, or university?	The Africa Centre of Excellence for Infectious Diseases of Humans and Animals (ACEIDHA) has an active Grievance Redress Mechanism system set by the University of Zambia. This is contained in the University Staff Disciplinary & Grievance Procedure, Quality Assurance and Sexual Harassment policies. As regards to the students, the GRM involves having representatives from each year, national and international students. The students channel their grievances to the Senior Administrative Officer and Project Manager, who then sits to address the grievance with the Centre Leader and the University established systems.
2	What was the date of effectiveness of the GRM?	Staff Disciplinary & Grievance Procedure - 2013 Quality Assurance Framework – 2018 and Sexual Harassment – 2010 (Attached to this Document)
3	What are the numbers and nature of complaints received (if any)?	The number of complaints involve bank delays in processing student associated payments and currently because of COVID-19, students complain on the lockdowns imposed by the Government. They don’t seem to understand certain guidelines placed by the Government. There has been a few cases of students (3) who have had complaints about their supervisors.
4	How much time is taken to resolve complaints, when registered?	Attempts are made to resolve the issues there and then.
5	How often are the range of complaints have been counted and reviewed/analyzed—at the ACE and/or university level?	The complaints are recorded in the ACE’s Complaints Register