



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

ACEIDHA-UNZA GRIEVANCE REDRESSAL MECHANISM

LUSAKA - APRIL 2019

ACEIDHA-UNZA GRIEVANCE REDRESSAL MECHANISM

Constitution of the Grievance Redressal Committee (GRC):

1. Dean of Student Affairs (Chairperson)
2. One Senior Professor from School of Law
3. One Senior Professor from all Schools
7. Head, Human Resource Development
8. Assistant Registrar - Member Secretary

Procedure for filing the formal complaint/grievance:

1. Any student or staff of the University of Zambia may lodge a complaint.
2. Complaint should be made to Grievance Redressal Committee.
3. Complaint may be oral, by email or in writing. If the complaint is oral, it will be converted into a written form by the GRC member who received the complaint and authenticated by the complainant under his / her signature as soon as possible.
4. Upon receipt of complaint by any member of GRC, the member should forward it to deanofstudent@unza.zm

Procedure for filing a complaint / grievance without revealing identity:

If the complainant would not like to reveal his/her name for any grievance, they can drop the grievance(s) in the drop box placed outside the Library.

Process for addressing the Grievance:

1. Upon receipt of the complaint, the Secretary of the Committee will send a response to the complainant acknowledging the receipt of grievance immediately.
2. At this stage, based on the nature of the complaint and severity of its possible impact, the Secretary may take one of the two options to proceed on addressing the concerns while keeping the Chairperson, GRC copied in all communication:
 - a. Option 1 which can be exercised on matters that could be more routine operation:
 - i. The Secretary of the Committee may address the issue directly with the help of the concerned department.
 - ii. In this case, it is important that the complainant is apprised of the actions taken or the work-in-progress in a timely manner.
 - iii. Once the matter has been resolved the Secretary will send a final update to the complainant on the matter.

b. Option 2 which can be exercised in matters of very serious concern, in consultation with the Chairperson:

- i. The Secretary may also call for a meeting of the GRC. The quorum for the meeting is 5 (Five).
- ii. The Committee, as required, may also call for a deposition by the complainant and the person/representatives from the department against which the complaint has been made.
- iii. Final decision of the GRC has to be communicated to the student within 15 days of the receipt of the complaint.
- iv. The Secretary of the Committee will communicate the decisions to the concerned parties/departments via email and a copy of the case and decision will be sent to the Vice Chancellor

3. The Secretary will maintain an updated record of all complaints, actions taken and closure status.
4. In case the complaint has been made against a member of the GRC or a member of the Appeal Committee for GRC, the concerned member will be barred from participating in any proceedings till the case has been closed.

Re-appeal:

1. Aggrieved parties who are not satisfied with the decision of the committee, may appeal to the Appeal Committee for GRC for a reconsideration and review within 15 working days.
2. The members of the Appeal Committee are follows:
 - a. Vice Chancellor (Chairperson)
 - b. Dean of Corporate Engagement
 - c. Director, Human Resource Development
3. The decision of the Appeal Committee, in such matters shall be final and there shall be no further appeal in the matter.

Note:

1. The committee will recommend appropriate action against complainant(s), if complaint made are found to be baseless or trivial.
2. Management of the University of Zambia may revise the procedure from time to time.