

## The Hong Kong University of Science and Technology

### STAFF GRIEVANCE PROCEDURES

1. The University endeavours to maintain a harmonious working environment and treat all staff members equally and fairly. Despite this, it is recognized that legitimate problems, differences of opinion, complaints or grievances at work may arise from time to time. Every supervisor at the University has an inherent management responsibility to be alert to their staff members' problems and sentiments at work, to encourage them to speak out their concerns, and to resolve any problems and conflicts promptly before they turn to grievances.
2. The University's Grievance Policy (the Policy) aims at providing a framework whereby grievance raised by members of the University's staff can be reviewed in an impartial, orderly and timely manner. The following is a succinct outline of the Policy, the [full version](#) of which is available at Human Resources Office website.
3. For the purpose of the Policy, grievance is defined as any feeling of injustice and unfairness by members of the staff as to treatment received from the management or other University staff members which adversely affects his/her general welfare in the workplace and/or the terms and conditions of employment at the University.
4. The Policy encourages members to first attempt to resolve grievances informally with their supervisors or appropriate next-level management. This is often an effective way to resolve a grievance, as it allows open communication and the identification of mutually agreeable solutions.
5. Where informal resolution is not possible or appropriate, members can initiate a formal grievance process. The Policy details the steps through which grievance will be reviewed, as well the rights and responsibilities of the aggrieved member and the party(ies) against whom the grievance is/are directed. The Policy also affords members the right to appeal to the next higher level of management up to, in appropriate cases, the Chair of the University Council. In the course of the process where the grievance is brought to the President's level, an ad hoc committee may be appointed to investigate into the matter.
6. Confidentiality is emphasized in the Policy. All parties involved in the grievance process are expected to maintain strict confidentiality. This is important to ensure that the privacy of all parties involved is protected. The Policy also prohibits reprisal against members who raise grievances in good faith. Any form of reprisal will be treated seriously by the University.

Staff members are encouraged to review the full version of the Policy for more information. In case of enquiry, please contact Human Resources Office.

November 2023