

BUBT

BANGLADESH UNIVERSITY OF BUSINESS AND TECHNOLOGY



GRIEVANCE REDRESS POLICY

Grievance Redress Policy of BUBT

Introduction:

The motto “Committed to Academic Excellence” of Bangladesh University of Business and Technology (BUBT) stands for achieving high quality education, advanced training to acquire required skills and relevant research to promote our society with the cutting-age-technology. In reflection, BUBT always strives to help students by providing and maintaining conducive academic environment to trigger advanced level of teaching-learning and societal advancement in culture. In the way of journey, a student or an employee may have been exposed by grievance arising from some academic, administrative and non-academic activities of this university. The grievance is the feeling of personal dissatisfaction, objection or sorrow against others or sometimes by falling in a conflicting situation as well. In this context, the management of BUBT introduced an effective mechanism to deal immediately with such grievances whether it is appealed in written or verbally and formally or informally. The University takes the grievance issues so seriously considering it as a symptom of an underlying problem that it cannot bring any damage to the aggrieved person and the relationship between the aggrieved person and the university management. In some cases, grievance spreads over time and can turn in critically; so, faculties and supervisors/superiors follow the cardinal principles of grievance handling as to resolve the appealed case effectively and preferably (i) at the lowest possible management level (ii) with minimal damage and maximum satisfaction of the aggrieved person (iii) in the designated time frame.

Grievance Handling Guidelines:

Grievance may arise for different reasons in diverse situations and it includes such things as harassment, discrimination, discipline, demotion, positional disputes, denial of benefits, etc. Though BUBT follows its Rules in case of taking administrative and disciplinary actions, the university is also directed by “BUBT Service Rules, 2018”, “BUBT Students Examination Policy and Disciplinary Rules, 2020”, “The Guideline on Prevention and Protection from Sexual Harassment Offence against Women and Girls by the Honorable High Court at Education Institutions and Work Places (2008)”, “The Digital Security Act (2018)” and “Narcotics Control Act (2018)”. But BUBT is mainly guided by another jurisdiction, which includes the “Private Universities Act 2010” as prerogative. The combination of viewing approach—with the blend of human relation approach, open-door and step-ladder approach is used as the guidelines (Theoretical Framework of Grievances Handling Practices and Procedure, 2020) for redressing the grievances at BUBT. Fair management and treatment practices by the BUBT management are kept at the highest level of priority in order to redress the causes of grievances. In open-door policy, students or employees are allowed to complain anyone like Intake Advisor, Head of the Department, Dean of the Faculty, Section Head, Proctor and Registrar so that complains can be directed to the lowest possible management level and settled within the shortest possible time without escalating the case up to the higher level of university management and to avoid extended depression of the aggrieved person.

Settling the Case of Grievance:

After receiving the complaint of the aggrieved student or employee, management should strive to provide a practical solution within the shortest possible time to stop the cause of disruption of the unfair activities. The quicker action of resolving the complains brings benefits that can include: (i) favorable resolution, (ii) avoidance of extended frustration, (iii) faculty's or superior's satisfaction, (iv) institution's credibility, (v) possible avoidance of prolonged dispute, and (vi) keeping control over local image.

Principles of Handling of Grievance:

As the prime target of BUBT is to impart high quality education and the quality of education depends on the favorable environment of an educational institution that is maintained by ensuring the legitimate right of its students and employees. Grievance redress policy is one kind of legitimate procedure of taking action against unfair activities.

For making the handling procedure of redressing grievance very effective, both the faculties and the superiors have to abide by the following principles:

Principles of interviewing: Aggrieved individual is invited to clarify about the cause of grievance and in-charge/section head will explain about how the possible measures is to be taken to redress his/her grievance. The procedure is to (i) discuss in private with the student or employee by full hearing, (ii) gather information about the cause of grievance by visiting the place of occurrence, (iii) then the appeal is forwarded to the responsible superiors including the case history and collected information to take legal action.

Principles of management attitude towards student or employee: Authorized faculties/superiors should (i) show a favorable attitude towards the complainer and the person facing charge(s) against, (ii) have in mind that both the complainer and the person facing charges against have equal right, and (iii) provide necessary mental support and suggestion to the aggrieved person to retrieve from deep depression.

Principles of management responsibilities: Management should have to show a professional attitude to have justice for both the complainer and the person facing charges against, involve in-depth of the incident taken place and inform if necessary about legal aids, offer mental support and recommendations traced out from the investigation to resolve the case quickly.

Principles of permanent resolution: Authorized faculties/superiors should solve the problem with long term basis. The solution should offer the best solution and justice for the both parties and incur the least possible cost involvement for them. Institution can also advice, if necessary, to have psychological counseling for depressed person.

Steps of Handling of Grievance:

BUBT follows the following such steps of handling an appeal against the cause of grievances that the process will not be jeopardized the incident under consideration and may have low cost solutions for both of the parties:

Step 1 - Informal Approach: Intake-in-Charge or Section Head (Department/Section-Level) Committee, after receiving complaint of grievance, shall make an initial attempt to resolve it informally within two weeks. The committee shall arrange an effective discussion with the

aggrieved student or employee. If it is understood that the grievance is relatively minor, the case is to be resolved informally before the grievance is further gravitated. Otherwise, the case is to be forwarded to the subsequent higher authority like Faculty-Level Committee within a week from the date of the receipt of the reply from the Intake-in-Charge or Section Head (Department/Section-Level) Committee.

Step 2 - A formal investigation: At this stage, Faculty-Level Committee tries to resolve the problem by holding a grievance hearing with the aggrieved student or employee within two weeks from the date of receiving the complaint. Then the committee has to investigate the fact and track out the original causes of grievance depending on its nature. The committee also finds out who was involved and in what extend the incident of grievance persisted, what role they played and the other related matters to open up the whole scenario. If the student is not satisfied with the redressal offered by the Faculty-Level Committee and feel that his/her grievance is not redressed, the case is to be forwarded to the highest University-Level Committee.

Step 3 - Grievance investigation: Head of the University-Level Committee, the Honorable Vice Chancellor, as formal process, then forwards the case to Anti-Drug Committee, Sexual Harassment Prevention Committee, or Anti-militancy & Anti-terrorism Cell for investigation according to the types of grievances, or refers the case to the BUBT Discipline Committee for subsequent discussion. After receiving the case either by the Anti-Drug Committee, Sexual Harassment Prevention Committee, or Anti-militancy & Anti-terrorism Cell, they carry out the investigation and submit the reports to the honorable Vice Chancellor. After receiving the report, Honorable Vice Chancellor then either provides verdict to redress the grievance, or forwards to the Discipline Committee for discussion considering the gravity of the grievance. In case of receiving the incident of grievance by the BUBT Discipline Committee, it is discussed in the meeting of Discipline Committee to pass an order for investigation by forming an independent inquiry committee. The Inquiry Committee would then submit the report to the BUBT authority, which is then discussed in the subsequent meeting of Discipline Committee. All investigation committees find out the fact, not the fictitious event, and collect necessary information to provide fact based redressal of the grievance.

Step 4 - Grievance outcome: Once the investigation is concluded based on all of the facts established and the conclusions are considered for a decision. The BUBT authority has a right to uphold all or part of the grievance or reject it. The decision is to be communicated to the aggrieved individual. If the grievance is redressed and the complainant is satisfied, then it may be considered to be resolved at this stage. But, if its any part is upheld or rejected and student or employee remains aggrieved, the process may be shifted to an appeal or arbitration stage.

Step 5 - Grievance appeal: The grievance outcome is to be notified the individual to avail their right to appeal. The appeal hearing chair would then establish why the student or employee is appealing the decision and what resolution the student or employee is seeking. The case should then be reviewed, the grounds for appeal is investigated and fairly considered till an excepted solution is reached. The appeal is usually the final stage of the grievance process. However, if the students or employee is not satisfied even after the resolution of the appeal, she/he may go for the arbitration.

A flowchart of grievance handling procedure of BUBT is shown in Figure 1.

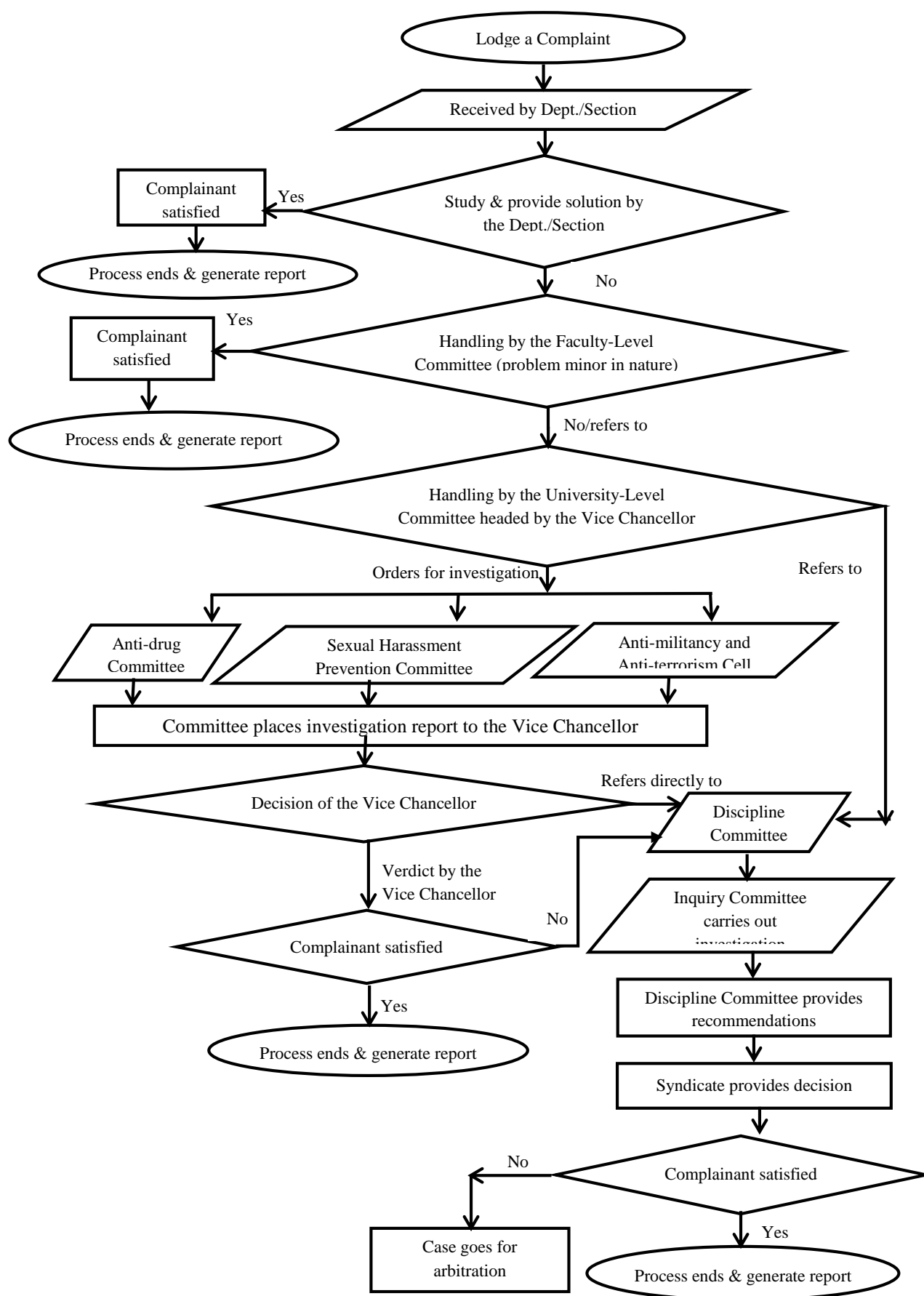


Figure 1: A flowchart of grievance handling procedure of BUBT

Disciplinary or Administrative Actions:

The disciplinary or administrative actions recommended by the Discipline Committee based on the reports of the Inquiry Committee are complied with the BUBT Service Rules, 2018, and other laws and policies like “The Guideline on Prevention and Protection from Sexual Harassment Offence Against Women and Girls by the Honorable High Court at Education Institutions and Work Places (2008)”, “The Digital Security Act, 2018”, “Narcotics Control Act, 2018”, etc.

In addition to follow the Acts and Rules of the private universities and other policies/rules of the University Grants Commission of Bangladesh, BUBT always tries to solve the problem inviting parents or local guardians of the students, so that the cases are settled amicably and under control of both the university and the family of the student.

Grievance Redressal Committees:

The following Department/Section-Level Committee deals with the grievance related to academic, administrative or other matters of students or employees:

- Chairperson/Head of the concerned Department/Section – Convener
- Up to 2 (two) Academic staff/Section Officers to be nominated by the Chairperson/Head of the Department/Section – Members
- Assistant Proctor, nominated by the Proctor –Member Secretary.

The following Faculty-Level Committee deals with the grievance related to other matters:

- Dean/Director of the concerned Faculty/Section – Convener
- Chairperson/Head of the concerned Department/Section – Member
- Up to 2 (two) Academic staff/Section Officers nominated by the Dean/Director, Advisor of Student Affair – Members
- Proctor – Member Secretary.

The following University Level Committee deals with the grievance related to higher order:

- Vice-Chancellor or a member selected by the Syndicate – Convener
- Pro-Vice-Chancellor - Member
- Dean of the concerned Faculty – Member
- Chairman/Director of the concerned department – Member
- A senior faculty/Officer of the concern department – Member
- Chairman/Director or a senior faculty member/Officer nominated by the Chairman/Director of another department if the department is anyhow indicted in/related to the compliant
- Proctor – Member
- Registrar – Member Secretary.

Responsibilities of the committee:

- To entertain written and signed complaints and petitions of students or employees in respect of matters directly affecting them individually or as a group;
- To enquire into the grievances, and make recommendations and report to the concerned authorities, Academic Council and/or the Board of Management for redressal or suitable action; and
- To recommend appropriate action against complainant, if allegations made in the documents are found to be baseless.

A lawyer may be invited by the Vice Chancellor (VC) or victimized student or employee (with the permission of VC) to defend himself/herself (the victim) in case of necessity. VC has the authority to reform the committee consulting with Pro-Vice Chancellor and Dean of the concern Faculty.

Conclusions:

For the purpose of providing quality education to the students and pleasant academic, employment and cultural environment, BUBT follows the rules of business and different policies. To be aware of the rules and policies, students and employees undergo orientation programs so regularly that bring benefits, create opportunity to avoid administrative difficulties and disciplinary actions. Faculty members and superior officers have been able to effectively deal with the grievance problems in the shortest possible time at the lowest management level. If the grievant is not satisfied with the solution or the problem is severe in nature, then the issue is forwarded to the subsequent higher authority for investigation and decision. Usually, Honorable Vice Chancellor forwards the cases of grievances directly to the Discipline Committee or other committees for investigation. BUBT Discipline Committee makes an order for investigation through an independent Inquiry Committee about the matter of fact. The Inquiry Committee ascertains the facts and prepares findings and recommendations. Upon receiving the facts, Discipline Committee then recommends for administrative or disciplinary action under the rules and regulations of BUBT.