



BHIKSU UNIVERSITY OF SRI LANKA

BY-LAWS FOR THE GRIEVANCE HEARING COMMITTEE

BY-LAW No - 01/2024

Approved on - 09.08.2024

1. Preamble	
The grievance refers to a work-related discontentment or dissatisfaction which had been expressed verbally or in writing and which, in the aggrieved employee's opinion, has been ignored or dropped without due consideration. The Grievance Hearing Committee (GHC) functions is to hear, investigate, and resolve a complaint, grievance, or conflict and to ensure that all teaching and non-teaching personnel are treated according to the principles of natural justice.	
2. The Aim	
The aim is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the University.	
3. Objectives	
3.1	To develop an organizational framework to resolve the grievances of all stakeholders of the University.
3.2	To ensure that complaints are effectively dealt with by the University management.
3.3	To prevent disputes arising in the workplace.

3.4 To encourage the students and staff to express their grievances/problems freely and frankly, without any fear of being victimized.

3.5 To make officials of the University responsive, accountable, and courteous in dealing with the stakeholders of the University.

4. Appointing and Composition of the Grievance Hearing Committee

The Grievance Hearing Committee is a sub-committee of the Council of the Bhiksu University of Sri Lanka. Therefore, the members shall be appointed by the University Council. The GHC shall be composed of four members, one of which will non-voting chair presides over the process and three other members. The members of the GHC should not be the current employees of the University. The committee shall consist of members having experiences in legal, administration, and academic. The Senior Assistant Registrar / Deputy Registrar shall function as the Convener of the committee also appointed by the Council.

The Vice Chancellor of the University Shall appoint the potential members for serving on the grievance hearing committee. The appointed members are served for the period of three years. An honorarium and travel expenses shall be paid for the GHC members for each sitting as approved by the University payment rates.

5. Powers and Duties of the Grievance Hearing Committee

5.1 To receive and address any complaints within the committee's jurisdiction.

5.2 Upon receipt of the written grievance, the chair will schedule a meeting within two weeks of receiving the specific grievance.

5.3 Access all files, whether confidential or relevant to the individual's grievance.

5.4 To listen to and review all testimony and documentary evidence presented.

5.5 The committee must maintain a neutral status at all times and make fair and impartial decisions with a high level of integrity and trust.

5.6 The committee members must approach the grievance with an open mind and refrain from assuming that either party is right or wrong. They need to carefully assess the evidence, make clear factual determinations, and decide whether the person filing the grievance has proven their case.

5.7 The committee must maintain confidential records for each case and report to the University Council.

6. *Complaint Procedures*

6.1 Before submitting a complaint to the committee, all available administrative remedies within the BUSL should be exhausted.

6.2 The Committee will not consider a complaint that bypasses the established Bhiksu University of Sri Lanka (BUSL) mechanism.

6.3 Every grievance to the committee must be submitted in writing within one month of the alleged grievance.

6.4 A grievance may include issues related to employment, working conditions, or any other perceived injustice toward an employee.

6.5 A complaint should be a clear and simple statement with necessary documentary evidence and, where necessary, include a list of witnesses and documents to support the complaint.

6.6 The written grievances are submitted in sealed double envelopes. The inner envelope should be addressed to the Chairperson, Grievance Hearing Committee, BUSL, while the outer envelope should be addressed to the Convener, Grievance Hearing Committee, BUSL. It's not necessary to submit the grievances through the usual communication channels.

6.7 The convener of the committee will help screen the complaints and clarify provisions related to the grievances.

6.8 The committee will review the complaints to determine whether the employee of BUSL has submitted a grievance that falls within the committee's scope, and if so, to hear the grievance.

6.9 The committee may return or reject any complaints at any stage that have not gone through the particular administrative remedies available within the BUSL or are not within the scope of the committee.

6.10 The committee will schedule dates for hearings to discuss the received cases.

- 6.11 The committee will carefully examine all testimonies and evidence during the hearing to make a fair decision.
- 6.12 The Committee is responsible for creating a written report of findings of facts and recommendations concerning the grievance, and the Convener will assist the Committee.
- 6.13 In case of any difficulties in deciding a case, the Committee shall discuss it with the Council before making a decision.
- 6.14 The committee's findings and recommendations will be presented to the Council for its decision.

7. Meetings

- 7.1 The committee will meet whenever the committee deems it necessary.
- 7.2 The quorum of the committee for a hearing of complaint shall be three members.

N.B. All above particulars are subjected to the adherence to the Buddhashravaka Bhiksu University Act No. 26 of 1996 amended by Act No. 15 of 2012.

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