

INTEGRITY AND GOVERNANCE UNIT IIUM REMEDIAL GRIEVANCE SYSTEM (RGS)

INTRODUCTION

- IIUM Remedial Grievance System was approved in the Executive Management Council Meeting No. 5 held on 19th July 2000.
- MSD General Circular No 1/2001 dated 18 January 2001 notified on the establishment of the IIUM Remedial Grievance Systems

OBJECTIVE

- To manage complaints of the university's staff with regard to the conduct of the university's officers/academician and/or the university's administration/processes
- A systematic approach on complaints and grievance procedures

RESPONSIBILITIES OF THE REMEDIAL GRIEVANCE COMMITTEE

- a) To provide clients with clear and practical guidelines on complaint procedure.
- b) To maintain confidentiality and security of all complaints.
- c) To ensure effective management, documentation, investigation, reporting and implementation of corrective measures of all complaints.
- d) To conduct investigation without being prejudice or bias.
- e) To prepare an investigation report based on facts and figures.
- f) To monitor the whole process until completion and to give feedback to the related parties.
- g) To properly maintain an updated record on the status of actions of complaints.
- h) To notify complainants the status and action done pertaining to the complaints.

PRINCIPLE OF COMPLAINT

All complaints must be based on the following principles:

- a) *Awareness, responsibility and value of Al'Amanah* with the intention to promote the image and credibility of the University;
- b) *Sincerity* and without prejudice, lies or personal interest;
- c) Matters to be complained must be directly or indirectly related to the following rules and regulations:
 - i. IIUM Staff Disciplinary Rules
 - ii. IIUM Code of Ethics
 - iii. IIUM Dress Code
 - iv. IIUM Financial Policies and Procedures
 - v. IIUM Circular Letters and others relevant Rules and Regulation

- vi. Any relevant circular and instruction produced by KCDIO

IRRELEVANT COMPLAINT

Complaint on the following matters could **NOT BE ENTERTAINED** by the RGC:

- a) Any policies of the government. However, matters related to implementation of the policies may be subject to complaint;
- b) Matters for personal benefit or to serve malevolent purposes or character assassination;
- c) Matters related to the student like academic, welfare and financial matters.

BASELESS COMPLAINT

Should the complaints be found to be baseless or have malevolent purposes, the complainants are liable to disciplinary action or other actions to be decided by the University Management Committee

The Grievance Committee at all times does not have the authority to make decision on all matters being complained or imposing punishment onto the officer being complained.

IIUM REMEDIAL GRIEVANCE SYSTEM MANAGEMENT

1. Complainant must fill up the Complaint Form that is available at the MSD's website. **(Appendix 1)**
2. Complaint Form must be completely filled up. The RGC may not consider complaints submitted without complete information and evidence.
3. All complaints may also be e-mailed to rgc@iium.edu.my
4. RGS resource – **MSD website – HR References – HR Circulars – General Circular No. 1/2000**

IIUM REMEDIAL GRIEVANCE SYSTEM STANDARD OPERATING PROCEDURE

