

Grievance Policy and Procedures

1. Preliminary notes

- 1.1 This present Grievance Policy and Procedure is intended to serve as a basis for the investigation, evaluation and decision regarding formal and informal complaint raised by IBS staff members regarding their employment, their work condition or any other element of their life at IBS that can be reasonably addressed by the school's management. This policy explicitly aims to provide a fair and consistent framework for such dealings.
- 1.2 This Procedure is to be used when no other policies are invoked, i.e. when the issues brought up by the staff member are not covered by another IBS procedure (e.g. Disciplinary procedure, procedure initiated under the Diversity and Inclusion Policy or the IBS Religious Policy or any other IBS official policy).
- 1.3 Wherever possible, the parties should aim to resolve the issues in a peaceful and constructive manner, often choosing to discuss the elements considered in an informal manner and only using the formal procedure when they have no other means.
- 1.4 Parties are required to keep the proceedings confidential. This however does not prevent the School from providing the necessary information to all those who have a legitimate need to know and where public interest calls for the disclosure of such information.
- 1.5 Procedures should be conducted swiftly but not hastily. It is both the School's and the employee's right and interest to have the facts investigated and discussed as promptly as possible, without however being too quick in the appraisal of the events, in order to avoid a superficial evaluation of the matter.
- 1.6 Employees have a right to have the hearing conducted and their possible appeal submitted in either English or Hungarian.
- 1.7 In all cases, the relevant Hungarian laws, especially the Labour Code in vigour at the time of the events, must be observed and must guide all decisions taken.

2. Scope

- 2.1 IBS employees can voice grievances regarding all matters that affect them as individuals or for matters that affect their dealings with other employees.
- 2.2 For the purpose of this Policy, the immediate manager of an employee is defined as the next person with authority who is directly above the employee in the institution's organigram.

3. Informal Procedure

- 3.1 Whenever an employee has a matter that is covered by this policy, his or her immediate manager should attempt to address the issues as soon as possible in an informal procedure.
- 3.2 Informal procedures should also obey the same principles of fairness and transparency laid out above. Their outcome may or may not be recorded in writing.
- 3.3 It is expected that the vast majority of issues will be dealt with in a managerial spirit, with the aim of improving everyone's performance, through informal procedures.
- 3.4 Should the actions be of more serious nature or should the informal procedure be attempted but its outcome be viewed as a failure by the employee, he or she can decide to introduce a complaint leading to a formal grievance procedure.

4. Formal Procedure

- 4.1 Any IBS employee has the explicit right to submit a written complaint regarding any issue that is in relation with his employment at IBS. He or she should present all the fact linked to the issue in the complaint along with the requested remedy that the employee seeks to obtain. The complaint must be handed to the Chief Administration Officer.
- 4.2 Upon receiving the written complaint, the Chief Administration Officer must initiate a formal grievance procedure. The procedure will be overseen by a Grievance Panel, composed of
 - the CAO
 - the immediate manager of the employee concerned

Should any of the CAO or the immediate manager be the object of the grievance complaint submitted by the employee, they will leave their place in the Panel and get replaced by another member, as nominated by the Rector.
- 4.3 The Panel will first assemble information on the case by requesting and collecting data and information from all sources that it deems appropriate. In particular, when the issue concerns other employees, their opinion on the matter will be sought in writing.
- 4.4 Once the Panel is satisfied that it has in its possession enough information to be able to hear the matter, it organises a hearing to which the employee is invited. The employee may be accompanied by any person that he or she trusts.
- 4.5 Following the hearing, the Panel deliberates on the merit of the matter at hand and ponders the possible outcomes.

4.6 The following decisions can be taken:

4.6.1 Dismissing the case

When the issue reported is found to be vexatious, trivial or when it has been dealt with in the past and the negative outcome of those dealings (dismissal) are applicable and well-known to the complaining employee, the grievance is dismissed.

4.6.2 Relaying the case

In case the issue reported is found to be covered by another IBS Policy or procedure, the Panel advises the complaining employee about the correct procedure to be followed.

4.6.3 Confirming the remedy proposed

In case the issue is found to be relevant and true and if the Panel believes that the petitioning employee's proposed remedy would correct the issue, the Panel may confirm that remedy, requesting that actions be taken by various School decision making bodies and managers accordingly.

4.6.4 Devising and imposing another remedy

In case the issue is found to be relevant and true but the Panel believes that the petitioning employee's proposed remedy would not correct the issue, the Panel shall design an appropriate remedy, and subsequently request that actions be taken by various School decision making bodies and managers accordingly.

4.7 The Panel's decision is communicated in writing within one week following the hearing.

5. Appeal

5.1 The employee is entitled to appeal the Grievance Panel's decision. That appeal should be made in writing and should reach the CAO within two weeks of the communication of the Panel's decision.

5.2 The appeal is considered by the Rector of the institution.

5.3 The appeal will be considered based on the evidence gathered during the previous phase and based on the written appeal submitted against the decision.

5.4 The appeal decision will be given within a reasonable deadline but no later than one month following the submission of the written appeal.

5.5 The appeal decision is final.

Signed

Dr László LÁNG
Rector

Approved by the Management Board on 10 March 2018.

Approved by the Senate on 9 May 2018.