

Postgraduate Institute of Science

University of Peradeniya

Grievance Committee - Terms of Reference

1. Background

The terms of reference (TOR) of the Grievance Committee provide a clear and comprehensive outline of the committee's purpose, responsibilities, and scope of work in the context of addressing and resolving conflicts and complaints in a fair and transparent manner. This serves as a foundational document that guides the committee's activities and ensures that its efforts align with the goals and objectives of the Postgraduate Institute of Science (PGIS), University of Peradeniya. The committee plays a crucial role aiming to foster a harmonious and productive environment within the institute by addressing and resolving grievances that may arise among students of the institution. The committee will address concerns and disputes in the areas such as, academic issues, administrative concerns and/or any other concerns or complaints related to the day-to-day functions of the institute.

2. Key Tasks and Responsibilities

- Reviewing formal grievances submitted to the committee by the Director/PGIS.
- Conducting impartial investigations.
- Holding hearings or meetings with relevant parties.
- Making recommendations for resolution.
- Reporting findings and recommendations to the Director/PGIS.

3. Composition of the Committee

The committee shall comprise of five members, appointed by the BoM, as specified below. (Note: Chairpersons of Boards of study and Coordinators of postgraduate programmes of the PGIS shall not be appointed to the committee).

- Chairperson
- Four committee members (at least 2 should be from the Faculty of Science, University of Peradeniya)

****Note:** Assistant Registrar (AR)/PGIS shall serve as the convener of the committee.

4. Meetings of the Committee

As the necessity arises, the committee shall meet to ensure timely resolution of grievances. Full attendance of the committee members is mandatory to proceed with meetings to ensure that the committee's decisions are representative, fair and legitimate. If a committee member is unable to attend due to circumstances beyond his/her control, the Director/PGIS shall appoint another member in place of the absentee with the concurrence of the BoM.

5. Duration

The term of operation of the committee is one year with possible extension for another term.

6. Procedure of Handling Grievances

The committee shall adhere to the steps outlined as below:

- The Director shall submit the grievance/s to the Chairperson of the committee.
- The convener shall convene a meeting of the committee to review the complaint and identify any supportive documentation that they need to proceed with the case.
- At the request of the Chairperson of the committee, the AR should submit relevant supporting documents to the committee's perusal.
- The committee shall conduct an initial review based on the evidence submitted to them by the PGIS to determine whether the grievance falls within its jurisdiction. If it not within the committee's purview, the committee shall inform the Director and the Director may direct the complainant to the appropriate channel.
- The complainant and/or the respondent/s (the party against whom the grievance is filed) shall be given an opportunity to provide a written response in relation to the grievance, and to provide any supporting evidence, wherever applicable.
- The committee shall conduct an impartial investigation into the grievance after considering all the evidence available to the committee.
- The committee shall make a recommendation based on the available evidence and in par with institutional policies.

- The committee shall communicate its recommendation in writing to the Director, providing a clear explanation of the findings and any recommended actions.
- The convener of the committee shall maintain comprehensive records of all stages of the grievance process, including minutes, documents, and decisions.

7. Appeals

- Either party shall not challenge the recommendations provided by the Grievances Committee.
- If either party is dissatisfied with the committee's decision, they may have the right to appeal to the Director, who shall, with the concurrence of the BoM, appoint an independent committee (comprising 3 BoM members) to look into the appeal and take necessary action.

8. Accountability

- The committee shall ensure the confidentiality of grievance proceedings to protect the privacy and reputations of those involved.
- When applicable, the committee shall facilitate a mediation process to help the parties reach a mutually agreeable resolution.
- The committee shall monitor the implementation of any recommended actions or sanctions.
- The committee shall review its procedures periodically and make improvements as necessary with the approval of the BoM to enhance the fairness and effectiveness of the grievance resolution process.
- These terms of reference shall remain in effect until formally amended or revised.

9. Related University Policies

[Policy on PG Teaching and Research \(UoP-P-017\)](#)