RHODES TECHNICAL COLLEGE
Grievances Policy Notification
To: All Staff and Students
From: College Management

Awareness and Implementation of the College Grievances Policy

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Dear Staff and Students,

This notice serves to inform and remind all members of Rhodes Technical College about the existence and importance of the **College Grievances Policy**. The policy has been established to ensure that all concerns and complaints are addressed fairly, promptly, and in a confidential manner.

Purpose of the Grievances Policy

The primary aim of the Grievances Policy is to:

- Provide a structured process through which staff and students can raise genuine concerns.
- Ensure that grievances are handled consistently and fairly.
- Promote a safe, respectful, and harmonious college environment.
- Protect the rights of all parties involved.

Who Can Raise a Grievance?

This policy applies to:

- **All students** registered with Rhodes Technical College.
- **All staff members**, including academic and support personnel.

What Issues Can Be Raised?

Grievances may include (but are not limited to):

- Discrimination, harassment, or bullying
- Unfair treatment
- Disputes between staff or students
- Concerns about facilities, resources, or college policies
- Academic complaints (where not covered by a separate appeals process)

Steps to Follow When Raising a Grievance

1. **Informal Resolution (Recommended First Step):**
   Attempt to resolve the issue through direct communication with the person involved or through a supervisor/lecturer.
2. **Formal Complaint Submission:**
   If informal resolution fails or is not appropriate, the grievance should be submitted in writing to the **Grievances Officer** or **College Management**. Forms are available from the administration office or can be requested by email.
3. **Investigation and Resolution:**
   The complaint will be acknowledged and investigated. All parties involved will be given the opportunity to respond. A resolution will be communicated within a reasonable timeframe.
4. **Appeal Process:**
   If the complainant is not satisfied with the outcome, an appeal may be lodged with the College Principal, who will review the matter and make a final decision.

Confidentiality

All grievance matters will be treated with the utmost confidentiality. Information will only be shared with those directly involved in the resolution process.

No Retaliation

Retaliation against anyone who raises a grievance in good faith is strictly prohibited and may result in disciplinary action.

Policy Access

The full Grievances Policy document is available:

- At the College Reception
- On the College Notice Board
- Upon request via email from the Administration Office

We encourage all students and staff to use this process responsibly and to help maintain a positive and professional college environment.

For any queries or to submit a grievance, please contact:
Yours sincerely,
Matovu Robert
Principal
Rhodes Technical College