

MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY



GUIDELINES ON GRIEVANCE REDRESS MECHANISM

AUGUST, 2023

FOREWORD

Mbeya University of Science and Technology (MUST) is a public university established through University Act No. 7 of 2005 and the Charter of Mbeya University of Science and Technology of 2013 aiming at becoming the leading centre of excellence for knowledge, skills, and applied education in science and technology through teaching, research, and consultancy. The transformation of MUST from Mbeya Institute of Science and Technology has led to an increased number of programmes offered, students enrolment, staff, consultancy activities, and stakeholders involvement which leads to an increase of grievances, that if not well handled may affect the University's operations.

Moreover, the current construction of new learning buildings and rehabilitation of existing learning infrastructure call for the need to establish a well-defined Grievance Redress Mechanism (GRM) that guides students, staff, stakeholders, and the surrounding community to raise their concerns. The mechanism involves an appropriate management level that does not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures. Therefore, the main objective of this document is to guide the University and other stakeholders in providing a predictable, transparent, and credible process of grievance handling which is fairly and timely offered to all parties.

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LIST OF ABBREVIATIONS AND ACRONYMS

AIDS	Acquired Immunodeficiency Syndrome
DVC-PFA	Deputy Vice Chancellor Planning, Finance, and Administration
GBV	Gender-Based Violence
GHD	Grievance Handling Desk
GRMC	Grievance Redress Mechanism Committee
GRM	Grievance Redress Mechanism
HIV	Human Immunodeficiency Virus
HR	Human Resources
ICT	Information and Communication Technology
ID	Identity Card
MIST	Mbeya Institute of Science and Technology
MTC	Mbeya Technical College
MUST	Mbeya University of Science and Technology
NACTE	National Council for Technical Education
NGO	Non-Governmental Organization
PWD	People with Disability
SH	Sexual Harassment

DEFINITIONS OF KEY TERMS

Anonymous Grievance	Grievance in which the identity of the grievant is hidden.
Concern	Formal expression of the issue raised by the company or contractor actions one or more stakeholders. Same as 'complaint', 'grievance', and 'issue'.
Days	Working days exclusive of Saturdays, Sundays, holidays, or vacation days outlined in the academic calendar. In counting days, the first day shall be the first full working day following the receipt of the Grievance.
Disclosure	Process of revealing the grievance handling, process, progress, and resolution to the public and parties.
Disputes	Matters that raise issues about the University Management or administration fall short of systemic on its service, activities, or related projects. For example, complaints about assessments, exclusions, discontinuation of courses, lack of substantive or procedural fairness, and/or grievances about temporary workplace conditions lodged by staff and other stakeholders.
Gender-Based Violence	Physical, mental, emotional, social, or economic abuse against a person because of that person's gender and includes sexual or psychological harm or suffering to the person, threats of such acts, coercion, or arbitrary deprivation of liberty, whether occurring in public or private life.

Grievance	Issue, concern, problem, or claim (perceived or actual) that an individual or community group wants formally addressed by the University. It is any complaint or suggestion about how a project is being implemented. Also, it may relate to any aspect of teaching, supervision, research, consultancy, policies and/or services provided by the University.
Grievance redress mechanism	Entire grievance handling system, including instruments, methods, and processes by which a resolution to a grievance is sought and provided.
Grievant	Student, parent, staff, or group of student(s) or parent(s) or staff, service provider(s), community, and other stakeholder(s) submitting the Grievance.
Management	Any MUST staff or organ conferred a power by the Council of the University to deal with University issues.
Misconduct	Includes ethical and integrity issues such as plagiarism, unethical or biased marking, conflicts of interests, fraud, bribery, dishonesty, improper favouritism, discrimination, and harassment.
Project	University's undertaking, carried out individually or collaboratively and possibly involving research design, construction, or otherwise, carefully planned to achieve the planned objective.

Resolution	Actions taken to resolve a grievance include apologies, rehabilitation, financial and non-financial compensation, and/or punitive sanctions.
Sexual harassment	Imposition of sexual requirements in a relationship of unequal power and an assault on one's right to dignity, respect, and freedom.
Stakeholder	Individuals or groups who can affect, or are affected by, or have an interest in the University performance. Stakeholders may include but are not limited to; government officials, communities, NGOs, media, contractors, service providers, and legislative and regulatory authorities.
University	Mbeya University of Science and Technology.

CHAPTER ONE

INTRODUCTION

1.1 Background

Mbeya University of Science and Technology (MUST) is a result of the transformation of Mbeya Institute of Science and Technology (MIST) through the University Act No. 7 of 2005 and the Charter of Mbeya University of Science and Technology, 2013. The then Institute was a result of the transformation of the former Mbeya Technical College (MTC) through the National Council for Technical Education (NACTE) establishment order No. 9 of 2004 and Section 9 of the NACTE Act of 1997. MTC was officially launched on 1st September, 1986.

In the process of such enormous expansion, the University may encounter some grievances from students, staff, project workers, and other stakeholders. This may be due to dissatisfaction with the products and services provided, breaches of contracts, regulations, and procedures, non-performance of activities and/or personal behaviour of the service provider to mention a few. The absence of effective procedures for handling such grievances may hinder the University from receiving customer's feedback and redress the existing issue timely.

The main objective of this document is to guide the University and other stakeholders in providing a predictable, transparent, and credible process of grievance handling which is fairly and timely to all parties.

1.2 MUST Vision

The Vision of Mbeya University of Science and Technology is to become the leading centre of excellence for knowledge, skills, and applied education in science and technology.

1.3 MUST Mission

The Mission of Mbeya University of Science and Technology is to develop academically, technologically, and socially competent students, staff and other stakeholders who will be responsive to the broader needs and challenges of the society specified by:

- (a) Facilitating appropriate tuition, practical training and support according to the needs of students and other customers;
- (b) Encouraging staff commitment to quality education and services including research, consultancy, and innovation;
- (c) Fostering lifelong learning, honesty, and responsibility;
- (d) Promoting an environment conducive to human development; and
- (e) Promoting effective entrepreneurship and usage of appropriate technology that meet national and international needs and standards through skills and practical-oriented training, research, and consultancy.

1.4 MUST Core Values

To fulfil its Vision and Mission, MUST intend to achieve the following core values:

- (a) Leadership in innovation and technology;
- (b) Culture and excellence;
- (c) Diversity and equal opportunity for all;
- (d) Partnerships; and
- (e) Integrity and stewardship of resources.

1.5 Goal of the Guidelines

The overall goal of these Guidelines is to establish and set procedures that guide the University and other stakeholders in providing a predictable, transparent and credible process of grievance handling.

1.6 Objectives of the Guidelines

The Guidelines aim at achieving the following objectives:

- (a) Ensure that complaints and grievances are received, recorded, addressed, and resolved timely and fairly;
- (b) Strengthen the capacity of staff in dealing with complaints and grievances;
- (c) Create awareness among staff, students, and other stakeholders to participate in launching complaints and grievances;
- (d) Collect information that can be used to improve operational performance and service delivery;
- (e) Promote transparency and accountability of staff, students and management on complaints and grievances;
- (f) Deter fraud and corruption and mitigate project risks and impact on project implementation and University activities;
- (g) Provide channels for project stakeholders to give feedback on project activities;
- (h) Create communication channels for the level of management closest to the source of conflict to deal with a grievance;
- (i) Train students, staff, and other stakeholders on grievance and complaints prevention and in turn to reduce the negative impact; and
- (j) Enhance the University' legitimacy and trust with other stakeholders.

1.7 Justification of the Guidelines

Recently, MUST has experienced intensive transformation, including the construction of learning infrastructure and the establishment of new learning facilities and equipment. Such a fundamental improvement has triggered an increase in programmes offered, students' enrolment, staff employment, and project activities. Moreover, the more MUST expands its operations, the more grievance issues may increase and eventually affect the University reputation if not well handled. The University has designed a complaint and handling desk, established suggestion boxes, an *e-Mrejesho* system, and designated an email and register book for lodging grievances.

However, little is known about reporting mechanisms, and also there is no grievance redress mechanism guidelines. In addition, sensitive cases such as Gender Based Violence (GBV) or sexual harassment need a clear mechanism of handling.

The prevailing documentation of grievances and record-keeping system at the University has limited feedback from students, staff, and stakeholders. Hence, prevents a chance for continuous improvement of operational performance and service delivery and/or may fail to prevent future grievances and harms. Moreover, it is equally vital that the affected persons have access to legitimate, reliable, transparent, and efficient institutional mechanisms responsive to their complaints. Therefore, the University has developed Guidelines to strengthen handling of the emerging grievances timely, effectively and transparently.

1.8 Scope of the Guidelines

The GRM will address complaints and grievances arising from the University's daily operations and project activities originating from students, staff, project workers and other stakeholders. The Guidelines do not cover all components related to the breach of public service laws and regulations like handling allegations related to corruption and other matters handled by administrative or judicial bodies.

1.9 Types of Grievances

The Guidelines have been developed to guide the management of various types of complaints and grievances that may arise due to University operations and project activities. Grievance includes violation of the Vision, Mission, and Core values of the University, the law of the land related to the guidelines, and grievances stipulated in Annex A.

CHAPTER TWO

GRIEVANCE REDRESS PRINCIPLES, PROCESSES AND PROCEDURES

2.1 Grievance Redress Mechanism Guiding Principles

Handling of complaints and grievances needs a predefined principles which will govern decisions on actions to be taken. If these principles are not considered, the entire processes and decisions are meaningless and outcomes reduce stakeholders' trust. The Guidelines have established the following principles:

- (a) *Legitimacy*: Enhance trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes. Accountability for ensuring that the parties to a grievance process cannot interfere with its fair conduct is typically one important factor in building stakeholder trust;
- (b) *Simplicity and accessibility*: Procedures to file grievances and seek action shall be simple enough that project beneficiaries can easily understand them. Project beneficiaries have a range of contact options, including a telephone number, email address, e-Mrejesho system, and postal address;
- (c) *Predictability*: Provide a clear and known procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available and means of monitoring implementation;
- (d) *Equitable*: Ensure fairness to all aggrieved parties with reasonable access to sources of information, advice, and expertise necessary to engage in grievance processes;
- (e) *Transparency and accountability*: Inform the public and parties about grievance handling, process and progress providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake;

- (f) *Confidentiality*: All information recorded shall be treated as confidential and shall not be disclosed to third parties before consent from the concerned party. However, disclosures may be required for fact-findings or efforts to resolve the Grievance. Parties involved in the grievance process also are obligated to maintain the confidentiality of the information presented during the discussion;
- (g) *Rights compatible*: Where outcomes have implications for rights, care should be taken that they are consistent with applicable nationally recognized standards or regulations and do not restrict access to other redress mechanisms;
- (h) *Enabling continuous learning*: Concerned with identifying challenges for improving the mechanism and preventing future grievances and harms. Regularly analyze the frequency, patterns, and causes of grievances; strategies and processes used to resolve grievances;
- (i) *Objectiveness and independence*: The GRM shall operate independently to all interested parties and guarantee objective and fair treatment of each case. GRM officials have adequate means and powers to investigate grievances;
- (j) *Participatory and social inclusion*: Encourage stakeholders to bring grievances and comments to University authorities. Special attention shall be given to marginalized groups, including those with special needs;
- (k) *Prohibition against Reprisal*: Prohibit retaliation against any grievant, witness, or person implementing grievance redress mechanisms; and
- (l) *Feedback*: There shall be a known feedback mechanism.

2.2 Grievance Redress Mechanism Processes

A good grievance redress process can enhance outcomes and improve the satisfaction of the grievant. The University grievance redress process shall cover three resolution levels as presented in Figure 1.

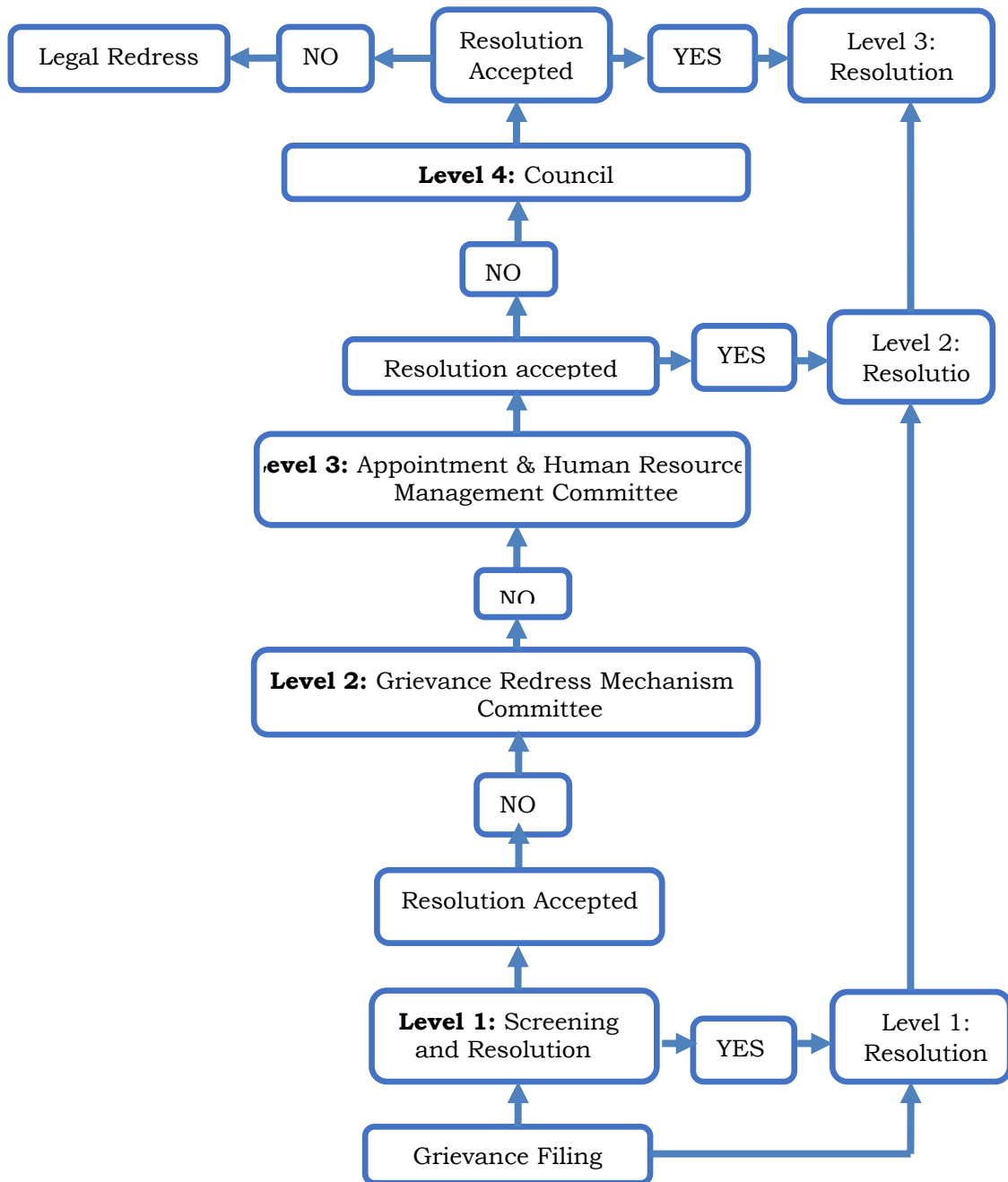


Figure 1: Grievance Redress Process

2.3 Grievance Redress Procedures

2.3.1 Receiving of Grievance

- (a) Any grievance related to University’s operations and project activities shall be considered based on the following criteria:

- (i) Lodged officially through Grievance Handling Desk;
 - (ii) Has a clear and concise statement of the issues and a summary of steps taken by the grievant to resolve the problem or issues prior to the filing;
 - (iii) Has a reasonably detailed description with relevant facts;
 - (iv) Shows the full name, contact information of the person initiating the grievance; and
 - (v) Details of the location where grievance/complaint occurred.
- (b) The grievance can be submitted either individually, in groups or anonymously. Individual grievances must have the qualities stated in (a) above. Where the grievance is submitted by a group or community such as students union, staff union, or any other representative organ or entity, the group shall:
- (i) Register all persons who are parties to the grievance;
 - (ii) Write person's name, ID, phone number, and other important information;
 - (iii) Appoint one individual as the spokes person for the group; and
 - (iv) Provide details of the location where the grievance/complaint occurred.
- (c) Any aggrieved person shall submit his/her grievance along with necessary documents through the following methods:
- (i) ***In-Person:*** Grievance Handling Desk (GHD) or other MUST representative may receive grievances from community members or Executive Officers, Village Chairperson and other stakeholders. The GHD representatives shall record the received grievances. The GHD shall thoroughly assess the lodged grievances before launching for action.
 - (ii) ***Electronic platform:*** This includes, E-mail, Phone Call, Message/SMS, and *e-Mrejesho* system *etc.*

- (iii) **Conventional means:** This includes: physical and postal address; suggestion boxes located at the various places within the University; displaying notification on notice boards; and through MUST staff, students, project workers, stakeholders and surrounding community meetings.

2.3.2 Registration of Grievances

Grievances shall be recorded in the registration form (**MUST-GRM-001**) and grievance register book (**MUST-GRM-004**), while GBV related grievances shall be recorded in the **MUST-GRM-002** within one (1) day after receiving the grievance. After recording, a grievance shall be assigned to a responsible person.

2.3.3 Acknowledgement of Grievance

The GHD shall acknowledge the receipt of each grievance within two (2) working days and inform the grievant that the University shall respond within 30 working days. However, the timeframe shall depend on the situation and circumstance of each grievance using form No. **MUST-GRM-003**.

2.3.4 Screening of Grievance

Each grievance shall be screened for five (5) working days from levels 1 to 3, as shown in Table 1. The response shall be managed through the grievance redress mechanism. “Potentially Significant” grievances shall be flagged and managed through the Management or Legislative and Regulatory Process.

Table 1: Grievance Screening Categories

Category	Issue Description	Issue Type	Management Approach
Level 1	Response and an answer can be provided immediately. Grievances which already exist within the University Management and already the Management is working on a resolution.	Routine	Inform MUST Management and utilize approved answers to handle responses.
Level 2	Grievances are a one-time situation, local and have no impact on the University reputation.		Define a grievance response plan and draft a response for GRMC and management approval.
Level 3	Repeated, widespread or high-profile grievances that may negatively impact the University's core functions and or reputation. Level 3 grievances indicate a gap in a management plan or a severe breach of the University policies or National laws of the land.	Potentially significant	Handled through the Senate or Council. If the Grievant is not satisfied with the resolution provided by the Senate or Council, then they may channel the Grievance to other legal redress systems.

2.3.5 Investigation of Grievance

- (i) The investigation shall be carried out by Investigation Team formed by University Management within 10 working days. If the grievance involves the Management, the GHD shall propose team members other than the suspect for that purpose. However, the investigation

timeframe shall depend on the situation, circumstance, and reasonability of each grievance.

- (ii) The procedures shall include interviewing witnesses, collecting relevant documents, arranging site visits, consulting appropriate people, contacting external stakeholders and other procedures according to relevant guidelines, regulation or laws.
- (iii) Findings from the investigation shall be used to decide and inform the proposed remedy.

2.3.6 Communicating the Resolution

Before responding to the Grievant, the GHD shall follow the following procedures:

- (i) Level 1 grievances - The GHD shall screen and gather the relevant information. If the information satisfies to resolve, the GHD shall resolve and record the resolution. The resolution under this part shall be made within five (5) working days. In case the grievance has not been resolved, the Directorate of Administration and Human Resources Management may be notified within two (2) working days before the matter being forwarded to Level 2.
- (ii) Level 2 grievances - The GHD shall devise a plan for grievance response, prepare a draft response, and forward it to GRMC within five (5) working days.
- (iii) Level 3 grievances - The GRMC shall define a plan for grievance response. In handling the grievance, the GRIC shall revise the presented draft response, and may call and examine the grievant and the suspect where necessary before finalizing the matter within fourteen (14) working days.

The GRMC shall communicate the final decision in written form within two (2) working days in a language known to the parties by using proper channels.

2.3.7 Closure of Grievance

The Grievant shall:

- (i) Acknowledge the acceptance of the resolution in writing;
- (ii) Be required to appeal within fourteen (14) working days from receipt of the information about the resolution; and
- (iii) Be considered as agreed with the resolution made if there is no response after fourteen (14) working days from receipt of the information about the resolution.

2.3.8 Other Legal Remedies

In case of dissatisfaction with the resolved issue, the Grievant shall find the available remedies outside the GRM system.

CHAPTER THREE

GRM STRUCTURE, MONITORING AND EVALUATION

3.1 Overview

It is necessary to monitor and report the overall performance of the grievance mechanism throughout the University and project activities. The goal of monitoring, evaluation, and reporting is to improve the system and ensure smooth operations of the GRM. It also aims to enhance the participation of stakeholders, the effectiveness of GRM, and the resolution of grievances.

3.2 Grievance Redress Mechanism Structure

The GRM structure accommodates different levels of administration as stipulated in Figure 2.

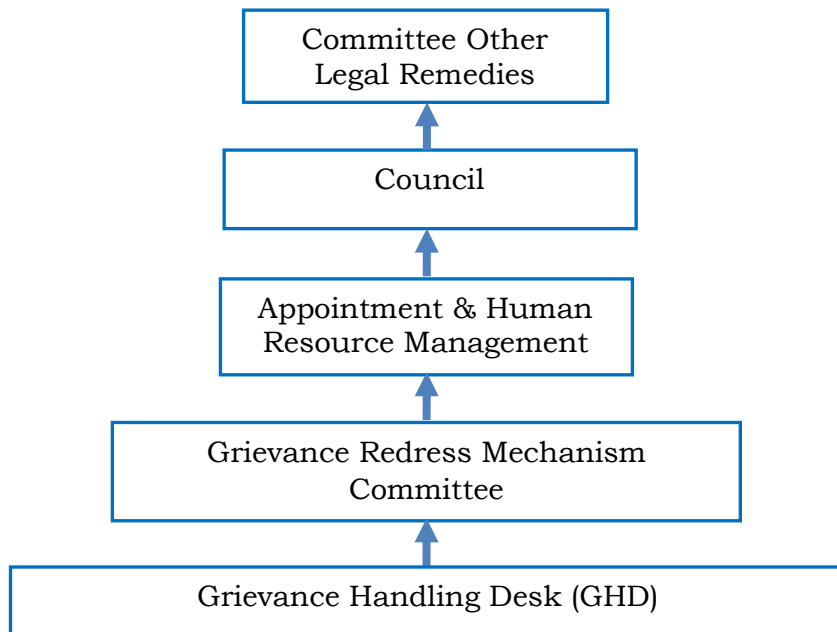


Figure 2: Grievance Redress Mechanism Structure

3.3 Roles, Responsibilities and Composition of Organs

3.3.1 The Council

The Council shall:

- (i) Approve the Policy.
- (ii) Approve budget for implementation of the Policy.

- (iii) Contribute to the resolution and sign off any grievance appealed from the Appointment and Human Resource Management Committee.

3.3.2 Management

The Management shall:

- (i) Formulate Grievance Handling Desk;
- (ii) Appoint GHD Coordinator and members of GRMC;
- (iii) Create conducive environment for effective implementation of GRM; and
- (iv) Monitor and Evaluate GRM effectiveness.

3.3.3 Appointment and Human Resource Management Committee

The Appointment and Human Resource Management Committee shall:

- (i) Ensure GRM procedures are applied throughout the University;
- (ii) Receive Policy implementations reports and advise the management accordingly;
- (iii) Receive and determine the appeals from the Grievance Redress Mechanism Committee; and
- (iv) Implement any grievance handling activity as directed by the Council.

3.3.4 Grievance Redress Mechanism Committee

- (a) The GRMC shall compose of:
 - (i) DVC-PFA as a Chairperson;
 - (ii) GHD Coordinator as a Secretary;
 - (iii) Chairperson of the Trade Union to whom a member belongs.
 - (iv) The Director of Administration and Human Resource Management
 - (v) Head of Legal Unit; and
 - (vi) Head of the respective Department, Unit, Centre, Directorate, or otherwise, shall be invited if the matter in dispute is from his or her area of authority.

- (b) The composition of the Committee shall observe the rule against bias.
- (c) The GRMC responsibilities shall be to:
 - (i) Resolve and address grievances received from GHD;
 - (ii) Review appeals lodged against the resolutions of GHD;
 - (iii) Recommend measures to be taken by the Council or Management to parties found violating the GRM;
 - (iv) Convene special meetings arising under unusual circumstances relating to GRM;
 - (v) Ensure privacy and confidentiality of all parties before, during, and after the resolution of all issues related to grievances;
 - (vi) Acquire the facts and or evidence from the party(s) who lodged the complaints or grievances;
 - (vii) Ensure timely response to grievances recorded due to University activities;
 - (viii) Guarantee that there is no reprisal of any kind against any applicant; and
 - (ix) Report on the progress of all grievance handling or resolution to the Council.

3.3.5 Grievance Handling Desk

There shall be a GHD consisting of four (4) staff members with knowledge and skills in Human resource management, Counselling, Law and Information Technology who shall be appointed by the University Management. The membership tenure shall be for three years and may be re-appointed for a second term upon satisfactory performance.

The GHD shall:

- (a) Promote awareness on grievance handling mechanism issues for the MUST community and stakeholders;
- (b) Record all complaints received and the responses made to track the resolution of grievances;
- (c) Acknowledge that the complaint has been received;
- (d) Provide preliminary advice to parties on the recorded grievances;

- (e) Resolve the grievance logged;
- (f) Enhance privacy and confidentiality in all processes of dealing with GRM;
- (g) Monitor and Evaluate the GRM process;
- (h) Prepare and submit quarterly, bi-annual and annual reports of all registered grievances to the respective Committee;
- (i) Report of unresolved and all grievances that are not in the capacity of GHD, for resolution by GRMC; and
- (j) Prepare plans and budgets for all GRM activities.

3.4 Monitoring and Evaluation

GRM monitoring and evaluation phase will involve assessing the progress made to handle grievances, identify challenges and employ correct measures to tackle the challenges. Continuous monitoring and periodic evaluation shall be undertaken by the Management twice a year. Monitoring and evaluation team will gather data on specific indicators and discuss progress with users and stakeholders as part of the commitment to joint learning and continuous improvement. The selected team will monitor and evaluate the performance indicators presented on eight (8) outputs:

- (a) Type of grievance received;
- (b) Number of grievances resolved;
- (c) Time used to solve each grievance at every stage;
- (d) Number of unresolved grievances by level and type;
- (e) Resolution of grievances;
- (f) Participation of users;
- (g) Number of feedback; and
- (h) Effectiveness of GRM.

CHAPTER FOUR MISCELLANEOUS

4.1 Operationalization and Capacity Building

Arrangement of the operation and maintenance of GRM shall be led by the GHD and supervised by the Vice Chancellor's Office. Quarterly meetings shall be conducted, whereas ad-hoc meetings shall also be held based on the seriousness of grievances. Working plans shall be developed for the GRM by the GHD in collaboration with University's relevant departments and units. Practitioners shall always carry the Grievance Recording Forms and relevant information when visiting MUST staff, students, and other stakeholders. In addition, awareness creation, training, and sensitization sessions shall be conducted for MUST staff, students, and any other relevant stakeholders.

4.2 Reporting

Reporting mechanisms on GRM shall be made according to established structure. The GRM activities shall be reported quarterly. The report shall be available to the public and other stakeholders. The report shall consist of:

- (a) Description of work of the GRM;
- (b) Number of the grievances received, recorded, and processed;
- (c) Date of the Grievance received and closed;
- (d) Resolutions, referrals, and ongoing efforts at resolution;
- (e) The number of cases settled amicably and reported to the Council;
- (f) The number of applications pending for consideration;
- (g) Implementation status of the resolutions;
- (h) Challenges hindering effective GRM implementations;
- (i) Provide recommendations that may help to take measures to overcome the grievances expecting to rise in future and improve the GRM; and
- (j) Any other information as the GHD or GRMC may consider necessary to be submitted.

4.3 Gender-Based Violence

- (a) Grievance Redress Mechanism (GBV) recognizes the presence and operationalization of the Gender-Based Violence Guidelines in the University.

- (b) All grievances related to Gender-Based Violence shall be handled under Gender Based Violence Guidelines.

4.4 Offences and Punishment

(a) **Offences**

Any person who contravene the provision of this Guidelines, and other related law of the land commits an offence.

(b) **Punishment**

Punishment shall be imposed based on the nature or type of offence committed as per University-related laws, regulations, rules, circulars, directives, or otherwise.

4.5 Tools

The following tools shall be used during the implementation of the Guidelines:

- (a) Grievance/Inquiry/Registration Form MUST-GRM-001.
- (b) Gender-Based Violence/Inquiry/Registration Form MUST-GRM-002.
- (c) Grievance Acknowledgement Form MUST-GRM-003.
- (d) Grievance Register MUST-GRM-004.
- (e) Grievance Resolution Form MUST-GRM-005.
- (f) Meeting Records (GRIC and Other Meetings) MUST-GRM-006.
- (g) Grievance Appeal Form MUST-GRM-007.

4.6 Review of Guidelines

This Guidelines will be reviewed after every three (3) years and when deemed necessary.

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ANNEXES

ANNEX A: Types of Grievances related to University and Project activities

Types of Grievance	Specification
Academic matters	Admissions, registration, assessments, evaluation, library facilities, issuance of certificates, teaching, research and consultancy-related issues, innovations, payment systems, and scholarships.
Extra-curricular matters	Alumni registration, award of non-academic credits, physical education, funeral services, and students' associations.
Amenities and Maintenance	Accommodation services, cafeteria services, utility services, ICT services and facilities, sanitation and hygiene, and medical services.
Placements and Internships	Soft skills training, internships, student and staff exchange.
General administration	Human Resources related issues, leave (sick, annual, maternity, and paternity), loan issues, housing, working environment, extra duty, transportation and other incentives, security, safety and health services, employment for the local community, discipline, misbehaviours, emergency services, labour contracts, misconducts, etc.
Project activities	Procurement of goods and services, Hiring and firing of staff/labourers, awarding scholarships and training opportunities to Staff; Corruption and misuse of resources, Delays in financial flow; Damage of house walls and roofs due to blasting, vibration, and heavy vehicle movement; Damage to access roads, culverts, and canals, obstructions to access roads. Also, dumping of solid wastes around houses; Lack of clarity concerning boundary marks on acquired land, requests for alternative land or

Types of Grievance	Specification
	compensation, disputes related to ownership rights, dust, noise, water and air pollution, waterlogging and flooding.
Gender issues	Gender-Based Violence (GBV) and Sexual Harassment (SH), Lack of specific services to women, People with Special need (PWD), HIV and AIDS, child labour, social-cultural issues, etc.

Annex B: Grievance/Inquiry/Registration Form MUSTGRM-001

Instructions: This form is to be completed by staff receiving the inquiry or Grievance and sent to the Grievance Handling Desk(GHD). Attach relevant supporting documentation/letters.	
Date Grievance Received:	Name of Receiver:
Mode of Filing Inquiry or Grievance (put √): <input type="checkbox"/> Inperson <input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Letter <input type="checkbox"/> Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other	
Important information of the Complainant (information is optional and always treated as confidential) First NameMiddle Name.....Last Name:..... Occupation:.....Title..... Address..... Mobile Phone Number.....Email:..... Specific Grievants are: <input type="checkbox"/> University staff..... <input type="checkbox"/> Student <input type="checkbox"/> Representative of the complainant. <input type="checkbox"/> Technicians/Local Artisans <input type="checkbox"/> Others Gender of grievant: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Location whereregrievance/problem occurred:	
Date when the Grievance occurred:.....	
Have you ever filed the same Grievance before? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Brief Description of Grievance or Inquiry:.....	

S/N	Types of Grievance	Specification	Tick where applicable
1.	Academic related issues	Admissions, registration, assessments, evaluation, library facilities, issuance of certificates, teaching, research and consultancy-related issues, innovations, payment systems, scholarships, etc.	
2.	Extra-curricular issues	Alumni registration, award of non-academic credits, physical education, funeral services, Student associations, etc.	
3.	Amenities and Maintenance	Accommodation services, cafeteria services, utility services, ICT services and facilities, sanitation & hygiene, medical services, etc.	
4.	Placements and Internships	Soft skills training, internships, student and staff exchange, etc.	
5.	Administration	Grievances regarding violations of policies, guidelines, and procedures, contract violations, labour contracts, employment for the local community, misconducts, discipline, misbehaviours, misuse of funds/lack of transparency or other financial management concerns, and abuse of power/intervention by project or government officials, HR-related issues, leave (sick, annual, maternity and paternity), loan issues, housing, working environment, extra duty, transportation and other incentives, health services, etc.	

6.	Project activities	Procurement of goods and services, hiring and firing of staff/labourers, Awarding scholarships and training opportunities to Staff, Corruption, and misuse of resources, Delays in financial flow, Damage to house walls and roofs due to blasting, vibration, and heavy vehicle movement, Damage to access roads, culverts, and canals, obstructions to access roads, dumping of solid wastes around houses, Lack of clarity concerning boundary marks on acquired land, requests for alternative land or compensation, disputes related to ownership rights, dust, noise, water and air pollution, waterlogging, and flooding.	
7.	Occupational Health and Safety	Emergency services, safety and security issues	
8.	Others		
Signature (Responsible Person).....Date:.....			

Annex C: Gender-Based Violence / Enquiry/Registration Form MUST-GRM-002

<p>Instructions: This form must be completed by staff receiving the inquiry or Grievance and sent to the Grievance Handling Desk (GHD). Attach relevant supporting documentation/letters.</p>	
Date Grievance Received:	Name of Receiver:
<p>Mode of Filing Inquiry or Grievance (put √):</p> <p><input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Letter</p> <p><input type="checkbox"/> Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other</p>	
<p>Important information of the Complainant (information is optional and always treated as confidential)</p> <p>First NameMiddle Name.....LastName:.....</p> <p>Occupation:.....Title.....</p> <p>Address.....</p> <p>Mobile Phone Number.....Email:.....</p> <p>Specific Grievants are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> University staff..... <input type="checkbox"/> Student <input type="checkbox"/> Representative of the complainant. <input type="checkbox"/> Technicians/Local Artisans <input type="checkbox"/> Others <p>Gender of grievant:<input type="checkbox"/>Male<input type="checkbox"/>Female</p>	
<p>The location wheregrievance/problem occurred</p>	
<p>Date when the Grievance occurred:.....</p>	
<p>Have you ever filed the same Grievance before? <input type="checkbox"/>Yes <input type="checkbox"/> No</p>	
<p>Brief description of grievance or inquiry: (Provide as much details and facts as possible)</p>	

	Types of GBV-related grievances	Specification
Signature (Responsible Person):.....Date:.....		

Annex D: Grievance Acknowledgement Form MUST-GRM-003

Instructions: This form must be completed by the Grievance Handling Desk (GHD) Coordinator and mailed or delivered to the Grievant.

Date Grievance Received:... Tracking Number:.....

Mode of Filing Grievance (Put \surd):

In person Telephone E- mail Phone text message Website Letter

Suggestion box Community meeting Public consultation

Other:.....

Contact person details:

Name:.....

Address:.....

Phone:.....

Email address:

The agreed timeframe for feedback on the processed grievance/complaint:

(a) Immediately (b) Three days (c) One week (d) Two weeks (e) 30 days

Signature (Responsible person forhandling grievance):.....Date:.....

Annex F: Grievance Resolution Form MUST-GRM-005

Instructions: This Form must be completed by the Grievance Focal Unit Coordinator and mailed or delivered to the Grievant.	
Date Grievance Received:.....	Tracking Number:.....
Grievance Type:.....	
Mode of Delivering Resolution (Put \surd):	
<input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Letter <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other.....	
Brief description of resolution/recommendation provided:	
Name of Person Delivering Resolution:	
Contact information for the Person lodging Grievance: (information is optional and confidential)	
Address:.....	
Phone:.....	
Email:.....	

Annex G: Meeting Records (GRMC and Other Meetings) MUST-GRM-006

GRIEVANCE DETAILS	
Anonymous Grievance: <input type="checkbox"/> Yes <input type="checkbox"/> No	No. of Grievance in Register:
Name of Grievant:	No. Grievance in database:
Date of Grievance:	Acknowledgement provided: <input type="checkbox"/> Yes <input type="checkbox"/> No
Date of registration:	By <input type="checkbox"/> mail / <input type="checkbox"/> phone / <input type="checkbox"/> email / <input type="checkbox"/> in person
Grievance registrant name:	Date of acknowledgment:
Brief description of Grievance:	
MEETING DETAILS:	
Date of meeting:	The resolution provided: <input type="checkbox"/> Yes <input type="checkbox"/> No
Participating GRMC parties and names:	Brief description of resolution/recommendation provided:
Participating invited parties and names:	Feedback provided: <input type="checkbox"/> Yes <input type="checkbox"/> No by: <input type="checkbox"/> mail <input type="checkbox"/> phone <input type="checkbox"/> email <input type="checkbox"/> in person <input type="checkbox"/> posted on the information board
Attached documents:	Date of feedback:
For Office Use Only	
Remarks:	
Name and signature of Secretary:	Date of minutes preparation:

Annex H: Grievance Appeal Form MUST-GRM-007

GRIEVANT INFORMATION	
Grievant name:.....	Date appeal submitted:.....
Grievant phone number:.....	Grievant email:
Grievant home mailing address:.....	Workplace mailing address:
Received by:	Date received:
Reason for appeal (Tick <input type="checkbox"/> where applicable):	
New information/evidence is now available that was not considered before	
The process was not followed correctly	
The outcome was not fair and reasonable	
Further explanation of reasoning use attachments if necessary	
Desired outcome (use attachments if necessary)	
<i>Please retain a copy of this Form for your records. As the Grievant, your signature below indicates that your information on this Form is truthful.</i>	
Grievant signature:	Date:
Received by:	Signature:
Date:	

APPROVAL

At its 33rd Meeting held on 10th day of August 2023, the Appointment and Human Resource Management Committee of Mbeya University of Science and Technology RECEIVED, DISCUSSED and APPROVED the Guidelines for Grievance Redress Mechanism.

Prof. Aloys N. Mvuma
CHAIRPERSON

Devota M. Sanga
SECRETARY