

ITU Conflict Resolution policy and Procedure

Feedbacks -- good or bad -- are important to the health and continuous improvement of organizations. ITU values positive criticisms as well as complaints from our stakeholders, as they often represent and signal the need to improve processes and/or practices within ITU.

ITU is committed to providing a safe and comfortable environment in which students will strive and focus on their education without having to worry about being placed in any uncomfortable situations. Students are always encouraged to report their concerns by following the procedure outlined below without having to worry about retaliation by any staff member. Retaliation will not be tolerated by ITU management and will be strictly prosecuted.

Our aim is to resolve complaints or concerns as quickly as possible. If students face any problems, misunderstandings and frustrations or find an issue or issues with any ITU operational matter, students are encouraged and should systematically follow the steps below to resolve or clarify his or her concerns

The following steps also apply to ITU Faculty/Staff:

Bring the issue with documentation (as appropriate) to the:

1. **Department:** Attempt to resolve the matter with the specific department's staff (**Academic/Admissions/ISO/Finance/Registrar/etc.**)
 - a. Initially, students should bring their concerns or complaints to department staff/faculty. If the complaint involves the student's staff or faculty, the employee should schedule an appointment with that staff/faculty to discuss the problem that gave rise to the complaint within five working days of the date the incident occurred.
 - b. The staff/faculty should respond in writing to the complaint within five days of the meeting held with the complainant student.
2. **Manager:** Escalate the matter to the Department Manager/Head
 - a. If the discussion with the department staff/faculty does not resolve the problem to the mutual satisfaction of the student and the staff/faculty, or if the department staff/faculty does not respond to the complaint, the student may submit a written complaint to the department head. Students may request assistance with writing their complaints from the human resource (HR) department (if applicable). The student's department head should forward a copy of the complaint to the HR department.
The submission of the written complaint is due within five working days of the response from the staff/faculty. The complaint should include:
 - i. The problem and the date when the incident occurred.
 - ii. Suggestions on ways to resolve the problem.
 - iii. A copy of the department staff/faculty's written response or a summary of his or her verbal response and the date when the student met with the

department staff/faculty. If the supervisor provided no response, the complaint should state this.

- b. Upon receipt of the formal complaint, the department head must schedule a meeting with the student within five working days to discuss the complaint. Within approximately five working days after the discussion, the department head should issue a decision both in writing and orally to the employee filing the complaint.
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3. Compliance/Complaint Dept: If no resolution is found, the issue should advance to the top resolution body, which is the Department of Compliance: compliance@itu.edu.
 - a. If the student is dissatisfied with the decision of the department head, the student may, within five working days, appeal this decision in writing to the Department of Compliance.
 - b. The Department of Compliance may call a meeting with the parties directly involved to facilitate a resolution or refer complaints to a review committee if it believes that the complaint raises serious questions of fact or interpretation of policy. The Department of Compliance may gather further information from involved parties.