

8.2.8 – “Does the university as a body have a process for employees to appeal on employee rights and/or pay?”

1. Purpose

This procedure is set out to provide a transparent, accessible and timely mechanism for ASOIU employees to raise appeals concerning their employment rights and/or remuneration. The aim is to ensure fair handling of concerns, enhance trust in the institution’s labour practices, support institutional integrity and align with international standards for decent work.

2. Scope of Application

This process applies to all staff of ASOIU — including academic personnel, administrative and technical staff, service staff, contract employees, part-time and full-time employees, as well as individuals employed through third-party contractors operating within ASOIU.

3. Definitions

- **Appeal:** A formal request made by an employee to ASOIU management or authorised body, seeking review, verification or decision regarding their employment rights (e.g., working conditions, benefits, workplace treatment) or pay (e.g., salary level, overtime, differential pay).
- **Respondent:** The department or officer tasked with receiving and handling the appeal.
- **Working Day:** A business day according to ASOIU’s academic and administrative calendar.

4. Flowchart & Responsibilities

The appeal process follows these steps:

Step	Person(s) Responsible	Actions	Target Time Frame
1. Submission of Appeal	Employee	The employee submits an appeal in writing (via email or standard form) to the designated appeals mailbox/office within ASOIU, specifying the nature of the appeal, supporting evidence and desired outcome.	Same day of receipt
2. Registration & Acknowledgment	Appeals Officer / Human Resources Department (HR)	The appeal is logged in the appeals register and the employee is acknowledged by email or documented letter that the appeal has been received.	Within 1 working day

3. Preliminary Analysis	HR in coordination with the Quality & Compliance Unit	The appeal is reviewed to determine eligibility, scope, and whether additional information is required. If incomplete, the employee is asked for clarifications.	Within 2 working days
4. Investigation & Review	HR + Relevant Department + Legal/Compliance Office (if needed)	A detailed examination of the facts is carried out, including interviews, document review and identification of causes of the grievance. A recommended handling plan is developed.	Within 5 working days
5. Decision & Approval	HR Manager / Senior Management	A proposed solution is submitted to senior management (or a designated committee) for review and approval.	Within 2 working days after investigation
6. Notification of Outcome	HR Department	The employee is notified in writing of the decision, including reasons, any remedial actions, and next steps if further appeal is desired.	Within 1 working day of decision
7. Monitoring & Reporting	Quality & Compliance Unit + HR	A monthly summary of all appeals, outcomes, trends and corrective actions is prepared and submitted to senior leadership.	Monthly

5. Requirements and Principles

- Confidentiality: All appeal submissions and investigations will be treated with strict confidentiality.
- Non-Retaliation: ASOIU prohibits retaliation against any employee who submits an appeal in good faith.
- Equity & Impartiality: Appeals are handled objectively, without bias based on gender, age, ethnicity, employment status or other protected characteristics.
- Transparency: Employees are informed of the process, expected time frames and outcome.
- Accessibility: The appeals process and the required forms or contact details are published on ASOIU's staff intranet, accessible to all employees.
- Timeliness: ASOIU targets prompt resolution of appeals as per the time-frames set out above.

6. Communication & Contact Details

Employees may submit an appeal using the dedicated email: appeals@asoiu.edu.az or via the Appeals Office, Room 305, Administration Building. The appeals form and process guide are available on ASOIU's staff portal.

7. Review and Amendment

This appeals procedure shall be reviewed annually by the HR Department in coordination with the Quality & Compliance Unit. Any amendments must be approved by ASOIU's senior management. The revised document shall be communicated to all employees and published on the staff portal.