

Guidelines and Procedures for the NTHU Staff Grievance Committee

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1. To safeguard employees' rights and interests, establish an appeal mechanism, enhance communication, foster team harmony, and create a cohesive work environment, the University has formed the NTHU Staff Grievance Committee (hereinafter referred to as "the Committee") and developed these guidelines.
 2. The term "staff," as defined in these guidelines, includes personnel within the University's organizational structure: administrative staff, technical staff, scarce technical personnel, contract-based employees hired under employment regulations, campus police officers, technicians, and maintenance workers.
 3. Staff members of the University may file a grievance with the Committee if they believe that management measures or decisions regarding working conditions are illegal or improper and have adversely affected their rights.
 4. The Committee shall consist of 13 members, each serving a two-year term. The members include four teachers not holding administrative positions, two administrative staff members, two technical staff or scarce technical personnel, two contract-based employees, one campus police officer, and two technicians or maintenance workers.

Teacher representatives shall be appointed by the University President, with at least one member possessing legal expertise. Staff representatives shall be elected by their respective groups and may serve consecutive terms if re-elected. The Committee must ensure that members of any gender constitute at least one-third of its total membership.

Each category of representatives—teachers, administrative staff, technical staff or scarce technical personnel, contract-based employees, and technicians or maintenance workers—must include at least one male and one female representative. Half of these representatives shall be re-elected annually.

Members serving on the University's evaluation committees for technical staff, contract-based employees, campus police officers, technicians, and maintenance workers are not allowed to serve concurrently as Committee members.

The Committee shall have one Executive Secretary, who shall be appointed by and concurrently serve in the Office of the Secretary.

5. Once the Committee members have been identified as specified in Section 4, they shall be formally appointed by the President.

In the event that a member is unable to serve due to certain circumstances, the replacement for a teacher shall be selected and appointed by the President. For staff members, vacancies shall be filled by the next available alternate, who will serve out the remainder of the original member's term.

The alternates referred to in the preceding paragraph shall succeed based on the next highest number of votes obtained in the same election.

6. The meetings of the Committee shall be convened on an ad hoc basis. Prior to the election of the Chairperson, the first meeting shall be convened by the Executive Secretary, at which the members shall elect one of their number to serve as Chairperson. The Chairperson shall be responsible for convening and presiding over meetings, serving a one-year term with eligibility for re-election.

In the event that the Chairperson is unable to preside over a meeting due to unforeseen circumstances, a member designated by the Chairperson shall act as a proxy.

7. Staff members must submit their grievance in writing to the Committee within 30 days from the day following the implementation of the management measure or decision. (The Staff Grievance Form should be sent by registered mail to the Staff Grievance Committee or delivered in person to the Executive Secretary of the Committee, who is based in the Office of the Secretary.)

The grievance raised in the preceding paragraph, which is legally eligible for administrative appeal or litigation, may be pursued by the grievant within the applicable statutory time frames. This does not prejudice their right to submit a grievance.

8. The Staff Grievance Form must include the following:

(1) Grievant's Information:

- The grievant's name, date of birth, ID number, service unit, job title, place of residence, and telephone number.

- Agent/Representative Information (if applicable):

The agent's or representative's name, date of birth, ID number, place of residence, and telephone number

(2) Details to Be Included in the Staff Grievance Form:

The name of the unit responsible for the original measure, the facts and reasons for the grievance, supporting evidence, the requested items, the date when the management measure or decision was implemented, and the date when the grievance was filed. (The Staff Grievance Form is provided in Attachment 1.)

When multiple individuals file a joint grievance, they shall appoint no more than three representatives and attach a letter of authorization for these representatives.

If the grievance does not comply with the first paragraph, the Committee may set a reasonable deadline for the grievant to rectify the issue. If the grievant fails to rectify the issue within the specified deadline, the Committee may proceed with the adjudication directly.

9. The Committee shall request the unit responsible for the original measure to provide a written explanation within seven days after receiving the Staff Grievance Form. This request shall be accompanied by a copy of the Staff Grievance Form and relevant supporting documents.

The unit must then prepare an explanatory document along with relevant documents and submit them to the Committee within ten days after receiving the written request.

However, if the unit finds the grievance justified, it may independently withdraw or modify the original measure and provide written notification to the Committee.

If the unit fails to submit an explanation within the specified deadline, the Committee may proceed to adjudicate the grievance.

10. After a grievance is filed, the grievant may withdraw it before the adjudication report is delivered to them. Upon withdrawal, the Committee is not required to adjudicate it and shall immediately terminate the process, notifying both the grievant and the unit responsible for the original measure.

Following withdrawal, the grievant may not file a new grievance based on the same facts and reasons.

11. The decision on a grievance shall be based on whether other legal relationships are established. If these relationships are being resolved through ongoing litigation or administrative relief procedures, the Committee may suspend the grievance process until the legal status is clarified. The grievant shall be notified accordingly.

The grievant is obligated to keep the Committee informed about the initiation and progress of any such litigation or administrative relief procedures.

12. Meetings of the Committee shall be in principle conducted through non-public written reviews. However, when necessary, the Committee may invite the grievant and relevant personnel to attend and provide explanations or express their opinions. The grievant may also request attendance during the

Committee's deliberation to provide further explanations.

13. In cases where a grievance requires investigation, the Committee may, by resolution, designate two to three committee members to conduct the investigation.

14. Committee members with a conflict of interest in a grievance case shall recuse themselves. Should they fail to do so, the Committee may, by resolution, request that the member recuse themselves.

If specific facts suggest that a Committee member may be biased in a grievance case, the grievant may request the member's recusal by submitting a clear explanation of the facts and reasons to the Committee. The Recusal Request Form is available in Attachment 2.

Recusal requests shall be approved by a Committee resolution. The Committee member who is the subject of the recusal may submit a written statement but shall be excluded from the decision-making process.

15. The Committee shall conclude its deliberation and decision within 30 days of receiving the grievance, unless the process is suspended as outlined in Section 11. If necessary, this period may be extended by 20 days, and the grievant shall be informed.

In cases where corrections are made pursuant to Section 8, the period shall begin from the day after the corrections are submitted. If no corrections are made, the period shall begin from the day after the correction period expires. For cases suspended under Section 11, the period shall be recalculated from the date when the legal relationship is confirmed.

16. If a grievance case meets any of the following conditions, a decision not to accept it shall be made, with detailed reasons provided:

- (1) A grievance filed after the deadline in Section 7, Paragraph 1 is not accepted, unless exceptional circumstances make denial of relief grossly unfair.
- (2) The grievant does not meet the qualifications specified in Section 2.
- (3) Matters that are not within the scope of the grievance or should be reviewed through other relief procedures.
- (4) The grievance has no practical benefit.

- (5) Re-filing a grievance based on the same cause and facts for a case that has already been decided or withdrawn.

If the situation described in the third item of the preceding paragraph involves a matter that should have been an administrative appeal or second review, but the grievant mistakenly files a grievance with the Committee, the case shall be transferred to the appropriate administrative appeal or second review procedure. The grievant shall be notified of this action accordingly.

17. The Committee shall, based on the conclusions of the deliberation, appoint one or two members to draft the adjudication report. After presenting it for discussion and approval, the report shall be finalized.

- If the grievance is without merit, the Committee shall issue a decision dismissing it.

- If the grievance is meritorious, the Committee shall issue a decision in its favor, with the report detailing any available remedial actions within its main text.

18. All Committee members must attend meetings in person. A meeting may be convened only if more than half of the members are present.

An adjudication decision shall require the approval of at least two-thirds of the members present; resolutions on other matters shall require the approval of a majority of the members present.

Members who have recused themselves shall not be counted among the present members.

Adjudication decisions shall be made by secret ballot, and the deliberation process shall be kept strictly confidential.

For each grievance case, designated personnel shall prepare an adjudication record as an appendix. Members who express dissenting opinions during deliberations may request that these be documented in the record.

19. The adjudication report shall include the following items:

- (1) The grievant's name, date of birth, ID number, service unit, job title, and place of residence.
- (2) Agent/representative's details if applicable: name, date of birth, ID number,

and place of residence.

- (3) The name of the unit responsible for the original measure.
- (4) The main text of the decision (including any specific remedial measures recommended) and the facts and reasons. However, if the decision is to dismiss a grievance case, the facts may be excluded from the record.
- (5) The signature of the Committee Chairperson.
- (6) The date on which the adjudication decision is made.
- (7) The procedures available for seeking further remedy if the adjudication decision is contested.

20. The adjudication report shall be issued in the name of the University.

The report and any notice suspending the deliberation process shall be sent to the grievant and relevant parties in a manner that ensures evidence is preserved for record-keeping purposes.

In cases of grievance where an agent or representative is involved, the report shall be delivered to that agent or representative, unless delivery rights are otherwise restricted.

21. Once the adjudication decision is finalized, the original implementing unit shall implement the decision properly and submit a report on the outcome to the Committee within 60 days of receiving the adjudication report.

If the preceding deliberation is deemed impractical or unfeasible, specific reasons must be provided. The matter shall then be submitted for the President's approval through administrative procedures within 30 days of receiving the adjudication report, and subsequently forwarded to the Committee for reconsideration.

However, if the original adjudication decision is upheld after reconsideration, it shall be implemented immediately. If necessary, it shall be referred to the relevant supervisory authority for a ruling, as per relevant laws and regulations.

22. The adjudication decision shall be deemed final if the grievant does not file a further appeal within 30 days after receiving the adjudication report. Similarly, it shall be final if the unit responsible for the original measure does not submit a request for reconsideration within the same timeframe.

23. All materials related to a grievance case shall be compiled into a case file by the Office of the Secretary for archival purposes once the case is closed.

The contents of these files shall not be accessible to anyone except the University President, Vice President, and the Committee Chair.

However, if the President, Vice President, or the Committee Chair is a party to the case, they shall not be permitted to inspect the file.

24. These guidelines shall take effect upon their approval by the University Council.

Attachments

Attachment 1

NTHU Staff Grievance Form

Grievant

- Name:
- Service Unit:
- Date of Birth:
- Job Title:
- ID Number:
- Contact Telephone:
- Place of Residence:

Agent/Representative (if any)

- Name:
- Date of Birth:
- ID Number:
- Contact Telephone:
- Place of Residence:

Unit Responsible for the Original Measure

- Name:

Date of Occurrence Leading to the Grievance:

- Year _____ Month _____ Day _____

I. Facts and Reasons for the Grievance:

(Please be specific regarding the facts and reasons.)

II. Requested Relief:

(Please detail the specific relief or remedial measures you are seeking.)

III. Attached Documents and Evidence

(Please list the documents and evidence and bind them as attachments.)

1.

2.

Grievant:

(Signature and Seal)

Month _____ Day _____ Year _____

Republic of China (Taiwan)

Attachment 2

Recusal Request Form

- Name of the Committee Member Requested to Recuse:

- Reason for Recusal:

Applicant:

(Signature and Seal)

Month _____ Day _____ Year _____

Republic of China (Taiwan)