

Mohamed bin Zayed University of Artificial Intelligence

Complaints and Grievances Committee Charter

October 2023

MBZUAI	Complaints & Grievances Committee Charter	Page No.: 1 of 5
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APPROVALS		
Initiated by: N/A	Date	Signature
Approved by: President	Date 4 Oct 2023	Signature Via Email

REVISION CONTROL			
REVISION NO.	DATE	DESCRIPTION	COMMENTS
1.0	October 2023	Initiation and Review	Required by the HRA regulation

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1. PURPOSE

The Complaints & Grievances Committee will be responsible for reviewing all Complaints and grievance cases, and administrative complaints raised by the Employees of MBZUAI and making recommendations to the President for the final decision and action.

The Committee will consider cases that have been formally submitted to it by the affected employee or referred by HR, the President, or the Legal office.

2. MEMBERSHIP

Position	Role
Director of Planning and Support	Chair
General Counsel	Member
Director of Finance	Member
Legal Counsel	Secretary

3. KEY RESPONSIBILITIES

- 3.1. Review all Complaints and grievances cases referred to the Committee by the President, the Human Resources Department, and Legal.
- 3.2. Assist in investigating the Complaints and Grievances cases or appoint an investigating officer to conclude the investigation, by reviewing the written submission and interview of the complainant (if necessary); interviewing

witnesses (if any); reviewing relevant documents, data, or other submissions, and reviewing, and interviewing statements from the necessary respondent.

- 3.3. Develop and periodically review the Complaints & Grievances procedures of MBZUAI and provide a formal mechanism for employees to raise workplace concerns, complaints, or grievances.
- 3.4. Ensuring that all actions taken are in compliance with applicable laws, regulations, and organizational policies.
- 3.5. Submit the final report with the conclusion of its investigation and recommendations to the President.

4. MEETING FREQUENCY

- 4.1. For the Purpose of reviewing employee's written Complaints and grievances, the Committee meetings will be scheduled as and when required, or as required by the Committee Chair.

5. REVIEW

- 5.1. The Complaints and Grievances Committee will review this Charter on an annual basis. Any proposed adjustments to the Charter will be presented to the President for approval.

6. RELATED DOCUMENTS

Section	Related Document(s)
All	MBZUAI Governance Framework Minutes of Meeting Template Committee Self Evaluation Survey Conflict of Interest Template Decision Form Template Complaints & Grievances Form