



# GUYANA POLICE FORCE ACADEMY GRIEVANCE POLICY

## 1. BACKGROUND

1.1 The Guyana Police Force Academy grievance policy is intended to promote fairness and transparency by ensuring that there are specific rules and procedures for handling grievance situations and that students and employees who have a grievance are aware of their rights.

1.2 This policy will be developed, maintained and will be applicable and accessible to all students which will facilitate the maintenance and development of good employee-student relations in accordance with the Force's Standing Order No. 19.

## 2. OBJECTIVE

2.1 The objective of this policy is to provide the Guyana Police Force Academy with guidelines to uphold an inclusive and respectful atmosphere as well as prevent future grievances and maintain ethical standards.

## 3. POLICY STATEMENT

3.1 The Guyana Police Force Academy is committed to fostering an environment of respect, transparency, and fairness for all. The Academy caters for open communication and timely resolution of concerns which is essential for optimal learning and professional development.

## 4. SCOPE

4.1 This policy applies to all students, instructors, and staff within the Guyana Police Force Academy. It covers a wide range of potential grievances, including:

- **Discrimination:** based on race, ethnicity, gender, religion, disability, etc.
- **Bullying and harassment:** physical, verbal, or psychological abuse.
- **Academic concerns:** unfair grading, academic support, discrimination.
- **Disciplinary actions:** perceived unfairness or inconsistency in disciplinary procedures.
- **Training conditions:** concerns about facilities, resources, or quality of training.
- **Other issues:** any situation that hinders training or well-being.

## **4.2 Informal Resolution**

- Students should at all costs try to resolve any issues they may have informally with the parties involved.
- An informal resolution should take no more than three business days after the decision between and among parties.

## **4.1 Formal Resolution**

- This option may only be utilized if the student is unsatisfied with the decision that is arrived at during the informal resolution.
- The student will need to present a written statement to the Academy no later than fourteen (14) working days from when the incident occurred.

## **4.2 Investigation**

- The Officer in Charge will evaluate the complaint to determine if reasonable cause exists. If a reasonable cause exists, the matter will be investigated, and corrective measures will be determined and communicated to the parties involved.

## **4.3 Appeal**

- If a student is unsatisfied with the formal grievance decision, he/she may appeal in writing to the Force Training Officer no later than five (5) working days. Attached must be a written justification for the appeal.
- The Force Training Officer reviews the appeal and makes a final decision within fifteen (15) working days upon receipt.

## **4.4 Confidentiality**

- No member of the Academy may harass or retaliate against any person who has filed a grievance under the Force Grievance procedure.
- Any member of the Academy found guilty of a breach of the confidentiality agreement will face disciplinary measures.

## **5. COMPLIANCE AND ENFORCEMENT**

**5.1** The Force Training Officer, Commandants, Quality Management Committee, and Instructors will ensure strict compliance of this policy in accordance with the Police Standing Orders, Laws of Guyana, local and international accreditation standards, and best practices.

## **6. REPORTING AND COMMUNICATION**

**6.1** The Force Training Officer will report to the Training Board, Quality Management Committee, and the Executive Leadership Team.

## **7. EFFECTIVE DATE**

**7.1** This policy came into effect on October 24, 2023.

## **8. REVIEW PERIOD**

**8.1** A review of this policy will be conducted annually. The review will be conducted by the Training Board. The results of the review will be shared with the relevant stakeholders and necessary changes to the policy will be implemented based on the review.

## **9. REVISION DATE**

**9.1** Revised in February 2024.

## **10.0 APPROVAL OF POLICY**

**10.1** This policy was approved by the Guyana Police Force Executive Leadership Team and the Guyana Police Force Academy Training Board.