



# CYRIL POTTER COLLEGE OF EDUCATION

## Memorandum

To: Heads of Centres  
Permanent Staff  
Adjunct/Part Time Staff  
Students

From: Principal

CC: Chair, Board of Governors  
Chief Education Officer

Subject: **PROTOCOL REGARDING WORK - RELATED GRIEVANCES**

Date: **March 21, 2022**

The Cyril Potter College of Education (CPCE) has an institutional provision aimed at ensuring that work-related grievances are addressed and resolved in a timely and satisfactory manner.

1. Presented below, are the processes to be followed for persons who feel they are being unfairly treated and wish for a satisfactory resolution, *viz:*
  - i. a letter of complaint, outlining the issue, should be sent to the departmental coordinator, and a response forthcoming *within three (3) days*,;
  - ii. if there is no response within that time, the Senior Teacher Educator, of the department should be engaged and a response forthcoming *within two(2 days)*;

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- iii. should further action be deemed necessary, the Head of Centre (HoC) should be contacted and a response forthcoming *within two (2) days*;
  - iv. any further complaint of the unresolved matter should be taken to the relevant Vice Principal:- Adjunct/Part Time staff, VP Development, and Full time staff, VP Curriculum and Instruction;  
**Students must go through their Council Representative who will then work with the Senior Lecturer, Student Support Services to resolve the matter, If further action is required, the issue is escalated to any of the VPs.**  
**A response is expected within three (3) days.**
  - v. should the grievance persist, **all** communication should be sent to the Principal of the College who will deem the matter as urgent and aim to respond within *five (5) days*;
  - vi. if the matter remains unresolved, it is then escalated to The Chairperson, of CPCE Board of Governors who is expected to conduct a full enquiry and respond within **three (3) days**. The Chairperson's email address is; [board.chair@cpce.gy](mailto:board.chair@cpce.gy);
  - vii. if the aggrieved is still dissatisfied, the matter is then escalated to the Chief Education Officer and later, the Secretariat of the Minister of Education.
2. Please be reminded that all staff and students are employees of the Government of Guyana. As such, any professional grievance must be internally investigated, before being addressed in the press; should the aggrieved consider such action to be absolutely necessary and the next logical course of action in pursuing a resolution to their issue.
  3. Considering the “people oriented” culture of CPCE, there is great probability that an amicable solution will be achieved, long before the internal mechanisms for addressing staff and students’ issues, are exhausted.
  4. All Heads of Centres (HOCs), Senior Teacher Educators are requested to advise **ALL** staff, especially new members, via email regarding the processes and chains of command that should be followed regarding work-related matters.

NOELLA JOSEPH  
PRINCIPAL (ag)