



UNIVERSITY OF PRETORIA
Office of the Registrar

GUIDELINES FOR STAFF MEMBERS FOR THE ESCALATION OF MATTERS

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1. STAFF, RESEARCHERS, SERVICE PROVIDERS AND CONTRACTORS

A staff member, researcher, service provider or contractor who wishes to escalate a matter must first raise the matter with the appropriate line manager responsible for managing the issue.

It should be noted that in instances where academic staff members or researchers wish to lodge a complaint or otherwise raise an issue which is not of an academic nature, such complaint or issue must be reported or escalated to the Head/Director of the relevant Department or Unit.

1.1 Academic staff and researchers

- (a) Report the matter to the Head of Department/School/Centre/Institute for resolution.
- (b) If the matter has not been resolved timeously, appropriately or definitively, the matter should then be escalated to the Dean.
- (c) Escalation to a level beyond Deans for academic matters should be directed to the Vice-Principal: Academic.
- (d) Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
- (e) The decision of the Vice-Chancellor and Principal is final.

1.2 Non-academic professional and support staff, service providers and contractors

- (a) Report the matter to the relevant line manager and thereafter to the Director of a Department or Head of a Division or Unit.
- (b) If the matter has not been resolved timeously, appropriately or definitively, the matter should be escalated to the relevant Senior Executive Member (i.e. the Vice-Principal, Chief Financial Officer, Chief Operating Officer, the Registrar).
- (c) Escalation to the Vice-Chancellor and Principal should only take place as a last resort.
- (d) The decision of the Vice-Chancellor and Principal is final.

2. ASSOCIATED DOCUMENTS

Escalation Policy (Rt 168/26)

Guidelines for students for the escalation of matters (Rt 170/24)

3. REVIEW OF GUIDELINES

The Guidelines for staff members for the escalation of matters must be reviewed every five (5) years. The guidelines that are current at the time of review will remain operative until such time as they are formally amended.

4. DOCUMENT METADATA

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