



The mission of CTK Healthcare and Career Institute is to offer quality professional trainings in Healthcare, Information Technology and Business related disciplines.

Procedure for handling Complaints & grievances for Faculty & Staff

CTK will endeavor to maintain a work environment that nourishes respect for the dignity of each individual. This policy is adopted in furtherance of that tradition. It is against the policies of CTK for an employee to harass another person because of the person's sex, race, color, religion, national origin, age, disability, sexual orientation, marital status, or other characteristic protected by law. Actions, words, jokes, or comments based on such characteristics will not be tolerated. All complaints including harassment will be promptly, thoroughly and confidentially investigated and, where necessary, appropriate corrective action will be taken. Any person found to have unlawfully harassed another employee will be subject to appropriate disciplinary action, up to and including discharge from the job.

The step by step procedure includes the followings

1. The staff verbally or in written forms inform to the CAO about the complain
2. CAO meet the staff in length and understand the complain
3. CAO may ask the staff what the staff wants from the other staff who harassed her/him.
4. CAO will inform the case to the Director
5. Director inform the other staff about the complain
6. Director try to meet both/ {all }the staff together and try to resolve the issue
7. Director and CAO meet again with both/(all) the staff together, and suggest their final decision upto discharge from the job if the involved staffs do not agree on the resolution set by CAO and Director.
8. Director & CAO decision will be documented and kept in those staff personal files for records.