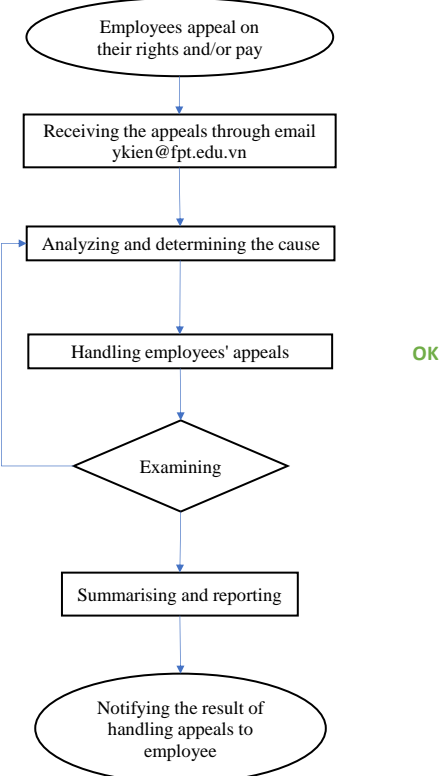


FPT University's process for employees to appeal on their rights and/or pay

Purpose FPT University's process for employees to appeal on their rights and/or pay is intended to manage and handle their appeals in order to improve the quality of service, teaching, and learning as well as enhance the reputation of FPT University.

Scope of application This process applies to all training institutions of FPT University

Definitions "Appeal" means a request or reference to some person or authority for a decision, corroboration, judgment, etc.

Person in charge	Flowchart	Detail	Requirements	Time	
Employee		Employees appeal on their rights and/or pay			
Email ykien@fpt.edu.vn		Assigned officers are recording employees' appeals	All employees' appeals must be recorded	Everyday	
Quality Assurance Department		1. Preliminary analysis 2. Quality Assurance Department collabrates with Human Resources Department to determine the reasons and propose the handling plan	1. The accuracy and severity of the appeal are examined 2. The causes are determined and a problem solution plan is proposed	A half-day	
Human Resources Department		1. Offer a final solution 2. Report to the manager	The solution is reviewd and approved by managers of the Human Resources Department	2 days	
Quality Assurance Department		Examining	Checking the timeline and results	2 days	
Quality Assurance Department + Human Resources Department		Summarising and reporting	1. Summarizing the employees' appeal and handling process 2. Preparing a monthly summary report	A monthly summary report is sent to managers of the Quality Assurance and Human Resources Departments	Monthly
Email ykien@fpt.edu.vn		Notifying the result of handling appeals to employee	Notifying the result through email ykien@fpt.edu.vn	Notifying the result of handling appeals to employee on time	1 day