

Employee Grievance Policy

Purpose

This Employee Grievance Policy establishes a fair and consistent procedure for employees to raise concerns, complaints, or grievances related to their employment. The organization is committed to addressing all grievances promptly, fairly, and confidentially while maintaining a positive work environment.

Scope

This policy applies to all employees, including full-time, part-time, temporary, and contract workers.

Grievances may include, but are not limited to:

Working conditions and environment

Terms and conditions of employment

Relationships with supervisors or colleagues

Discrimination, harassment, or bullying

Health and safety concerns

Changes to duties or responsibilities

Disciplinary actions (where appropriate)

Informal Resolution

Employees are encouraged to first attempt to resolve grievances informally by:

Speaking directly with the person involved, if comfortable doing so

Discussing the matter with their immediate supervisor or manager

Seeking guidance from the Human Resources department

Many issues can be resolved quickly and effectively through open communication and informal discussion. However, if informal resolution is unsuccessful or inappropriate, employees may proceed with a formal grievance.

Formal Grievance Procedure

Step 1: Written Submission

If informal resolution fails, the employee must submit a written grievance to their supervisor or the Human Resources department. The written grievance should include:

A clear description of the grievance

Relevant dates, times, and locations

Names of individuals involved or witnesses

Any supporting documentation or evidence

The desired outcome or resolution

The grievance should be submitted within 30 days of the incident or when the employee became aware of the issue.

Step 2: Acknowledgment and Investigation

Upon receipt of a formal grievance:

The organization will acknowledge receipt within 3 business days

An impartial investigator will be assigned to review the grievance

The investigator will conduct interviews with relevant parties

All evidence and documentation will be gathered and reviewed

The investigation will typically be completed within 15 business days

Step 3: Grievance Meeting

The employee will be invited to a formal grievance meeting where they can:

Present their case in detail

Provide additional information or evidence

Be accompanied by a colleague or union representative (if applicable)

Ask questions and respond to findings

The employee will receive at least 5 business days' notice of the meeting date and time.

Step 4: Decision and Outcome

Following the grievance meeting, management will:

Review all information gathered during the investigation

Reach a decision based on facts and evidence

Communicate the decision in writing within 10 business days

Explain the reasons for the decision

Outline any corrective actions or remedies to be implemented

Right to Appeal

If the employee is dissatisfied with the outcome, they have the right to appeal the decision. The appeal must be submitted in writing within 10 business days of receiving the decision and should include:

Reasons for the appeal

Any new evidence or information

The desired outcome

The appeal will be heard by a senior manager or panel who was not involved in the original decision.

The appeal decision is final.

Important Note: No employee will face retaliation, discrimination, or adverse treatment for raising a grievance in good faith. Any retaliation will be treated as a serious disciplinary matter.

Confidentiality

All grievances will be handled with the utmost confidentiality. Information will only be shared on a need-to-know basis with individuals directly involved in the investigation or resolution process.

Records will be maintained in accordance with data protection regulations.

Record Keeping

The organization will maintain records of all grievances, including:

Written grievance submissions

Investigation notes and findings

Meeting minutes

Decision letters and outcomes

Appeal documentation

These records will be stored securely and retained in accordance with legal requirements.

Support and Resources

Employees involved in grievance procedures have access to:

Human Resources support and guidance

Employee assistance programs (EAP)

Union representation (where applicable)

Mediation services

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<https://www.lettersandtemplates.com/letters/employee-grievance-policy-template>