

Employee Grievance Policy

1. PURPOSE

To ensure that all employees are treated in a consistently just and fair manner within the framework of policies and procedures and as per the legal requirements.

Should normal channels of local resolution, communication and negotiation fail, this policy outlines the process to be followed.

2. POLICY

This policy & procedure is applicable to all employees.

All employees are encouraged to use normal channels of communication to redress their grievances.

The aim of the Grievance Procedure is to enable employees to have their grievances resolved fairly, quickly and at the earliest possible stage.

[Company Name] believes in the empowerment of the employee and their ability to resolve grievances in a fair and just manner at their own level.

Employees may lodge grievances without fear of victimization; confidentiality is ensured as much as possible.

Where victimization is suspected, an employee may submit details in terms of the Grievance Procedure.

An employee who believes they have a grievance must, at the earliest, report such a grievance in the first instance to his or her own supervisor or manager, and subsequently to the HR department

in the prescribed form, as attached.

The HR department, in consultation with the immediate supervisor of the concerned employee, must endeavor to resolve the grievance and communicate the outcome to the employee within 5 working days.

In the event the employee is not satisfied with the outcome, the employee must then escalate the matter to the higher authorities.

3. PROCEDURE

Any aggrieved employee shall fill in the prescribed form and submit the form in writing to their immediate manager and lodge his/her grievance by email and using the HR hotline number when both address and phone number become available.

The Immediate/Line Manager will be the first point of contact to address the grievance with the employee.

The HR Manager will ensure that the email and/or escalation is attended to and will check that the situation has been addressed and resolved to the satisfaction of both parties. If it is not, the HR Manager requests the same in writing. If both parties are still dissatisfied, the HR Manager requests the dissatisfaction in writing and is responsible to provide a report of the investigation to senior management (Director - HR / Deputy COO) within 3-5 working days depending on the nature and urgency of the grievance.

An appropriate action will be undertaken by the authorized authority, which will be based on the outcome of the investigation.

The aggrieved employee will be briefed by the HR Manager. This briefing will include, but not be limited to, the action and approach undertaken to deal with the grievance reported.

If the employee is not satisfied with the approach or outcome including the time-frame for resolution, he/she can escalate to Executive Management to address his or her concerns.

This approach needs to be in writing (evidence attached as necessary) and will be concluded in writing.

All grievances are archived in the HR files as a standard policy: all actions taken will be documented and copied to the personnel file as per policy. All actions are kept as confidential as possible; archiving/filing is within the context of HR security.

4. REFERENCES

Country Labor Law

Disciplinary Policy

Policy on Sexual Harassment

Understanding horizontal / lateral violence (Reference on Intranet)

5. ATTACHMENTS

Employee Grievance Form

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