

GRIEVANCE POLICY & PROCEDURE GUIDELINE



*Your FREE Grievance
Policy & Procedure
Guideline*

WRITTEN BY:

Dr. (h.c.) Jennifer L. Breakey

© JLB INTERNATIONAL | AGORA ACADEMY™

GRIEVANCE POLICY & PROCEDURE GUIDELINE

INTRODUCTION

1. PURPOSE

The purpose of the Grievance Policy and procedure guidelines is to be put in place a fair and equitable policy and procedure that addresses all grievances within the Company, without fear of retribution or victimization in any form.

2. SCOPE

All Management and Employees are covered by this Grievance Policy.

3. PROCEDURE GUIDELINE

3.1 The employer recognizes the need for a formal upward channel of communication with management to deal effectively with work-related complaints an employee may have against the Company, the management or fellow employee(s).

3.2 The objectives of the procedure are:

3.2.1 to try resolving complaints at the lowest level as quickly as possible;

3.2.2 time limits are guidelines and the parties may agree to deal with complaints sooner or extend the time limits;

GRIEVANCE POLICY & PROCEDURE GUIDELINE

- 3.2.3 a grievance should be received within two working days after the complaint has arisen to help the investigation process or as soon as reasonably possible;
- 3.2.4 grievances should try and be resolved informally, directly between the employee and immediate manager.
- 3.3 If the complaint is about the immediate manager the employee should nevertheless still consider approaching that manager as the first step in the grievance procedure, to avoid being accused of going behind their back to a higher authority. However, if the employee is uncomfortable with this, then the next step in the procedure should be used.
- 3.4 The procedure is not available as an appeal from informal or formal disciplinary action. The appropriate step in the Disciplinary Procedure must be used for this purpose.
- 3.5 An employee has the right to be represented by a fellow employee of their own choice at any formal stage during the procedure.
- 3.6 Suitable records should be kept of all statements and decisions and a copy kept permanently on the employee's file. The Grievance Form is available from Management or the Human Resources department.
- 3.7 No employee will be victimized for using this procedure.

GRIEVANCE POLICY & PROCEDURE GUIDELINE

- 3.8 Exhausting this procedure is the proper way of trying to resolve complaints before recourse to external dispute mechanisms are used.
-

STEP ONE: VERBAL (informal)

1. An employee who has a complaint should approach their immediate manager, stating the nature and circumstances of the complaint and desired outcome. Due to the sensitivity of the nature, the employee may approach the Human Resources department who will direct the employee in the right direction.
 2. The immediate manager or duly authorized Human Resources employee should investigate the facts, usually within 2 working days or as soon as is reasonably possible, and decide what action, if any, is appropriate, inform the employee of their decision, and then implement the action.
 3. The informal procedure is the most favored course of action. However, if the matter is not resolved to the employee's satisfaction, then Step Two will commence.
-

STEP TWO: GRIEVANCE FORM (formal)

1. If the employee is dissatisfied with the result of Step One, or if the complaint concerns the immediate manager whom they are uncomfortable to address, or if there is no response from the manager within the appropriate time limit:

GRIEVANCE POLICY & PROCEDURE GUIDELINE

- a. the employee and/or his willing fellow employee representative (if wanted) should contact the manager's immediate manager as soon as possible, but not later than two working days, or as soon as reasonably possible, after the Step One decision has (or should have) been made known;
 - b. hand the Grievance Form to the manager's immediate manager and explain the nature of the complaint and desired outcome.
2. The manager's immediate manager should investigate, decide if there is a valid complaint, and take appropriate action as soon as possible, but preferably not later than two working days after they have received the complaint, and inform the employee in writing of the decision (this is completed on the Grievance Form).

STEP THREE: GRIEVANCE HEARING (formal)

1. If the employee is dissatisfied with the Step Two decision, or if the complaint involves the manager's immediate manager, the employee and / or their willing fellow employee representative (if wanted) should contact the Human Resources department as soon as possible, but not later than two working days or as soon as reasonably possible, after the Step Two decision has been made known:
 - a. hand over the completed Grievance Form and written decision
 - b. explain the nature of the complaint and desired outcome
2. The Human Resources Manager shall either elect to convene a Grievance Meeting (Hearing) as soon as possible, but usually not later than 2 working days or as soon as reasonably possible after receiving the Grievance Form, or

GRIEVANCE POLICY & PROCEDURE GUIDELINE

to hold a Grievance Review. The Grievance Hearing will either be chaired by the Human Resources Manager or a Company elected external representative.

3. If the Human Resources Manager elects to convene a Grievance Meeting (Hearing), the employee and/or representative will present the facts at the Grievance Meeting (Hearing). Witnesses may be called by all parties. The chairperson will investigate the nature and circumstances of the complaint, separate perception and feelings from facts and recommend a final sanction within 2 working days or as soon as reasonably possible (i.e. if the Grievance Meeting (Hearing) is chaired by an external representative).
4. The Human Resources Manager will give the final decision in writing, as soon as possible, but usually not later than two working days after the Grievance Meeting (Hearing) has been concluded, and give the employee a copy. If the employee is still dissatisfied, recourse may be made to external dispute resolution procedures.
5. Every effort will be made to resolve the matter internally.

GRIEVANCE POLICY & PROCEDURE GUIDELINE



GRIEVANCE FORM

NAME OF EMPLOYEE: DATE:

NATURE OF COMPLAINT:

.....

.....

DESIRED OUTCOME:

.....

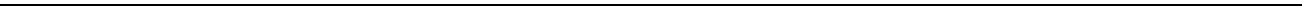
.....

.....

SIGNATURE OF EMPLOYEE

.....

SIGNATURE OF REPRESENTATIVE



GRIEVANCE POLICY & PROCEDURE GUIDELINE



STEP TWO: DECISION TAKEN:

.....

.....

Name of Manager: Date: Signed: _____



STEP THREE: FINAL DECISION TAKEN:



.....

.....

Name of HR Manager: Date: Signed: _____



Employee's total acceptance of resolution: Date:

Employee's name in full:

Copy to be kept on employee's file.