

Employee Grievance Policy



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POLICY STATEMENT:

We are committed to providing a positive and inclusive work environment for all our employees. We recognize that issues or concerns may arise, and we believe that it is essential to provide a fair and transparent process for employees to raise and resolve grievances.

We encourage all employees to use this policy to voice their concerns and help us create a better workplace for all.

PURPOSE:

This policy outlines the procedures for employees to raise and resolve any grievances they may have in the workplace.

The aim of this policy is to ensure that all employees have a fair and equal opportunity to voice their concerns, and to create a positive and inclusive work environment.

SCOPE:

- This policy is applicable to all employees of the organization, regardless of their position, tenure, or status, including full-time, part-time, temporary, and contract employees.
- It covers all workplace issues or concerns, including but not limited to, discrimination, harassment, bullying, workload, working conditions, and performance evaluation.

GRIEVANCE AND THE TYPES THAT WILL BE ADDRESSED IN THIS POLICY:

Grievance is defined as a formal complaint or concern raised by an employee about a workplace issue.

This policy can handle a wide range of grievances that employees may have in the workplace, including but not limited to:

- Discrimination, harassment, or bullying
- Workload or job duties

- Working conditions or environment
- Salary or benefits
- Performance evaluation or feedback
- Promotion or career development opportunities
- Health and safety concerns
- Managerial or supervisory issues
- Violation of company policies or procedures
- Conflicts with colleagues or coworkers

Any other issue or concern that affects an employee's job satisfaction or well-being in the workplace can also be addressed through this policy.

PROCEDURES FOR RAISING A GRIEVANCE:

- Employee should first discuss the issue informally with their immediate supervisor or manager.
- If the issue is not resolved through informal discussion, the employee should then submit a written grievance to the HR department within 7 working days. The grievance should include details of the issue, dates, and any relevant documentation.
- HR will acknowledge receipt of the grievance within 3 working days and initiate an investigation.
- HR will arrange a meeting with the employee and relevant parties within 14 working days to discuss the grievance.
- The outcome of the meeting will be communicated to the employee in writing within 7 working days.
- This procedure for raising a complaint against sexual harassment at workplace must be in accordance with the applicable law and mechanism.
- If the grievance involves a violation of company policies or procedures or serious misconduct that requires disciplinary action, the disciplinary committee may be involved in the resolution process.

- The HR department may refer the matter to the disciplinary committee for review and to determine the appropriate disciplinary action to be taken.
- The disciplinary committee will conduct its investigation, and the HR department will communicate the outcome of the investigation to the employee.

APPEALS PROCESS:

- If the employee is not satisfied with the outcome of the grievance meeting or disciplinary, they may appeal the decision by submitting a written request to HR within 7 working days.
- HR will review the appeal and make a final decision within 14 working days, which will be communicated in writing to the employee.

CONFIDENTIALITY:

All parties involved in the grievance process must maintain confidentiality and not disclose information to unauthorized individuals.

NON-RETALIATION:

- The company will not tolerate retaliation against employees who raise grievances in good faith.
- Any employee found to have engaged in retaliation will be subject to disciplinary action.

RESPONSIBILITY:

The responsibility for implementing this policy lies with the management of the organization.

The HR department will play a significant role in implementing and managing the policy, including the following:

- Developing and communicating the policy to all employees
- Providing training to employees and managers on the policy and its procedures
- Handling and managing grievances raised by employees
- Conducting investigations and making recommendations for resolving grievances



- Maintaining confidentiality and non-retaliation throughout the process
- Reviewing and updating the policy periodically to ensure it remains relevant and effective

All managers and supervisors will also be responsible for implementing the policy within their respective teams and ensuring that employees are aware of the policy and procedures for raising grievances.

REVIEW :

This policy will be reviewed and updated annually, or as necessary, to ensure it remains relevant and effective.



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