

9. Grievance procedure:

Part of IR sub-function and the disciplinary process is the Grievance procedure.

Attached to this toolkit is a copy of a Valid Grievance procedure;

The document is attached hereto as **Annexure 10 (1)**.



School Logo

GRIEVANCE PROCEDURE

1. INTRODUCTION

- 1.1 Any employee who has a grievance is entitled to make use of the grievance procedure.
- 1.2 A grievance is any feeling of dissatisfaction or perceived unfair treatment, which employees experience in relation to their work and employment situation and which constitutes a grievance of right.

2. PRIMARY OBJECTIVES

- 2.1 The aim of the grievance procedure is to enable employees to have their grievances resolved fairly, quickly and at the earliest possible stage.
- 2.2 Employees may lodge grievances without fear of victimization.

3. GENERAL PRINCIPLES

- 3.1 When a grievance is lodged the grievance procedure must be carried out in accordance with the following general principles:
 - A chairperson shall be appointed to handle the grievance procedure.
 - The grievant shall have the right to request an interpreter.
 - The employee and his representative/shop steward shall have the right to present his/her case and lead evidence, call witnesses and to question witnesses, and/or to have copies of any documents produced as evidence at the proceedings. In presenting his/her case the grievant will be required to state the grounds and reasons of his/her grievance, and where appropriate lead evidence and argument in this regard. The chairperson may request additional evidence and/or witnesses to be led to determine the merits of the grievance.
 - The chairperson will then decide on the merits of the grievance and identify any appropriate remedial action.
 - Record of the proceedings will be kept.
 - In cases where group grievances are addressed, a previously determined number of representatives should be allowed to attend the proceedings.



4. STAGES OF THE GRIEVANCE PROCEDURE

4.1 Stage one:

- A grievance is lodged, completing a Lodgement of a grievance form attached.
- A chairperson is appointed to handle the grievance and notice is given of the grievance proceedings as per the appropriate form attached.
- The proceeding takes place and the chairperson completes the minutes of the grievance form, attached hereto.
- The outcome is made known to all concerned using the form; Finding of a grievance enquiry.

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If the grievant is not satisfied with the outcome of the first stage the proceedings will go into the second stage

4.2 Stage two:

- If the employee elects to proceed with the grievance another chairperson of the same or higher status of the original proceedings will then be appointed and a further grievance proceeding will be convened.
- Once these proceedings have been handled and the employee still is not satisfied, the grievance procedure is exhausted, and the normal dispute resolution procedure should be followed.

5. TIME LIMITS

Procedural step	Time period
<u>Stage one:</u>	
Incident(s) giving rise to the grievance	
Lodgement of grievance	Within 7 days of incident giving rise to grievance
Notice of grievance proceedings	Within 3 days of receiving the lodgement of grievance
Grievance proceeding takes place	Within 4 days of the notification
Findings	Within 7 days of the grievance proceeding
<u>Stage two:</u>	
Lodgement of grievance	Within 7 days of finding of grievance proceeding
Notice of grievance proceeding	Within 3 days of receiving lodgement of grievance form
Convening of grievance proceeding	Within 4 days of notification received
Finding	Within 7 days of grievance proceeding completed

