

HR Grievance Resolution Policy Outline

1. Purpose

To provide employees with a fair and transparent process for raising and resolving grievances related to their employment.

2. Scope

This policy applies to all employees of the organization.

3. Definition of Grievance

A grievance is any concern, complaint, or dispute raised by an employee regarding work conditions, workplace relationships, or organizational procedures.

4. Principles

- Confidentiality
- Impartiality
- Timeliness
- Non-retaliation
- Transparency

5. Procedure

1. Informal Resolution

Employees are encouraged to resolve grievances informally through discussion with their immediate supervisor or manager.

2. Formal Grievance Submission

If unresolved, employees should submit a formal grievance in writing to HR.

3. Investigation

HR will acknowledge receipt and conduct an impartial investigation, gathering relevant information and interviewing involved parties.

4. Decision & Outcome

HR will communicate findings and resolutions to the employee and relevant parties.

5. Appeal

If dissatisfied, the employee may appeal the decision to a designated senior manager or committee.

6. Responsibilities

- **Employees:** Raise concerns promptly and participate in the process.
- **Supervisors/Managers:** Address grievances fairly and document any informal resolutions.

- **HR:** Oversee the grievance procedure, ensure fair investigation, and maintain records.

7. Confidentiality

All grievances and related information will be treated with strict confidentiality, disclosed only on a need-to-know basis.

8. Record Keeping

Records of grievances, investigations, and outcomes will be securely maintained by HR in accordance with legal requirements.

9. Review

This policy will be reviewed periodically to ensure effectiveness and compliance with applicable laws.