

# 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.