

Office Grievance Process Policy Blueprint

1. Purpose

This policy provides a clear process for the fair and timely resolution of workplace grievances raised by office staff.

2. Scope

This policy applies to all employees within the office environment.

3. Definition

A grievance is a formal complaint raised by an employee regarding workplace issues, such as working conditions, interpersonal conflicts, or perceived violations of policy.

4. Principles

- Confidentiality and privacy are respected throughout the process.
- Employees are encouraged to raise concerns promptly.
- No retaliation against employees who raise grievances in good faith.
- Fair and objective investigation of all reported grievances.

5. Process Steps

1. **Informal Resolution:**
 - Employees are encouraged to address issues directly with the involved party where possible.
 - If unsuccessful, proceed to formal grievance.
2. **Formal Grievance Submission:**
 - The employee submits a written complaint to their immediate supervisor or HR.
 - The complaint should include relevant details and desired outcomes.
3. **Assessment and Acknowledgement:**
 - The supervisor/HR acknowledges receipt of the grievance within 2 working days.
4. **Investigation:**
 - An impartial investigation is conducted, collecting evidence and interviewing relevant parties.
5. **Outcome and Resolution:**
 - A written outcome is provided to all parties within 10 working days of grievance receipt where possible.
 - If the employee is unsatisfied, they may appeal as outlined below.
6. **Appeal:**
 - The employee submits a written appeal within 5 working days of the outcome notice.
 - An impartial manager or HR reviews and provides a final decision.

6. Roles & Responsibilities

- **Employees:** Raise grievances in good faith and participate in the process.
- **Supervisors:** Address grievances promptly and fairly.
- **Human Resources:** Ensure process integrity and provide guidance.

7. Records & Confidentiality

All grievance records are securely maintained. Information is only shared with those directly involved.

8. Review

This policy is reviewed annually or as required.