

Organizational Grievance Handling Policy

1. Purpose

This policy provides a framework for employees to raise and resolve workplace grievances fairly, promptly, and at the lowest effective level.

2. Scope

This policy applies to all employees of [Organization Name], including full-time, part-time, temporary, and contract staff.

3. Definition of Grievance

A grievance is any work-related concern, problem, or complaint that an employee has regarding their employment conditions, work relationships, or the application of organizational policies.

4. Principles

- Grievances are treated seriously and confidentially.
- No retaliation will occur against any party for raising or participating in grievance resolution.
- All parties are expected to act in good faith and cooperate in resolving grievances.
- Resolution is sought at the earliest point and at the lowest effective organizational level.

5. Procedure

1. Informal Resolution:

Employees are encouraged to first attempt to resolve grievances informally by discussing the issue with the relevant party or their direct supervisor.

2. Formal Grievance Submission:

If informal resolution is not possible, employees may submit a formal written grievance to their manager or Human Resources, outlining:

- The facts of the grievance
- Steps taken to resolve the issue informally
- Desired outcome

3. Investigation:

The manager or Human Resources will investigate the grievance, which may include interviews with the parties involved and review of relevant information.

4. Outcome and Notification:

The outcome of the grievance investigation will be communicated in writing to the employee and all relevant parties.

5. Appeal:

If the employee is not satisfied with the outcome, they may appeal in writing to a more senior manager or designated appeal body.

6. Roles and Responsibilities

Role	Responsibility
Employee	Raise grievances promptly and participate in the process in good faith.
Manager	Address grievances impartially, maintain confidentiality, and support resolution.
Human Resources	Advise on process, support investigations, and monitor policy compliance.

7. Confidentiality

All information related to a grievance will be kept confidential, except where disclosure is necessary to investigate or resolve the matter.

8. Policy Review

This policy shall be reviewed every two years or as required by changes in legislation or organizational needs.

[Organization Name]

Effective Date: [Insert Date]

Next Review: [Insert Date]