

Sample Grievance Procedure Policy

1. Purpose

This policy outlines the procedure for addressing and resolving grievances raised by employees concerning workplace issues at [Organization Name].

2. Scope

This policy applies to all employees of [Organization Name].

3. Definition

A grievance is any concern, problem, or complaint that an employee has regarding their work, working conditions, or relationships with colleagues.

4. Policy Statement

[Organization Name] is committed to providing a fair and prompt process to resolve workplace grievances.

5. Procedure

5.1 Informal Resolution

- Employees are encouraged to resolve grievances informally by discussing concerns with the person involved or their direct supervisor.

5.2 Formal Grievance

1. **Submission:** If informal resolution is unsuccessful, the employee should submit a formal grievance in writing to their supervisor or Human Resources.
2. **Acknowledgment:** The grievance will be acknowledged in writing within [number] working days.
3. **Investigation:** An investigation will be conducted, which may include interviews and reviewing relevant information.
4. **Outcome:** The outcome will be communicated to the employee in writing within [number] working days of the conclusion of the investigation.

5.3 Appeal

- If the employee is dissatisfied with the outcome, they may appeal in writing to [higher management/HR], stating the grounds for appeal.
- The appeal will be reviewed and a final decision communicated in writing.

6. Confidentiality

All grievances will be handled confidentially to the extent possible.

7. No Retaliation

Employees will not be penalized for raising a genuine grievance.

8. Review

This policy will be reviewed periodically and updated as necessary.

Approved by: _____

Date: _____