

Employee Grievance Response Policy Outline

1. Purpose

To provide a structured process for employees to raise concerns and ensure grievances are addressed promptly, fairly, and consistently.

2. Scope

Applies to all employees at all levels of the organization.

3. Policy Statement

The company is committed to fostering an open and transparent workplace where employee grievances are handled with respect, confidentiality, and impartiality.

4. Definitions

- **Grievance:** Any concern, problem, or complaint raised by an employee related to work, the work environment, or working relationships.
- **Respondent:** Individual(s) or department(s) against whom the grievance is raised.

5. Procedure

1. **Informal Resolution**
 - Employee is encouraged to address the issue directly with the parties involved whenever possible.
2. **Formal Submission**
 - If not resolved informally, employee submits a formal grievance in writing to Human Resources (HR).
3. **Investigation**
 - HR acknowledges receipt and initiates a timely investigation.
 - All parties involved may be interviewed for clarification.
4. **Resolution**
 - Findings and recommended actions are communicated to relevant parties.
5. **Appeal**
 - Employee may appeal the decision following a specified appeal process.

6. Roles and Responsibilities

- **Employee:** Raise concerns in good faith and cooperate in the process.
- **Manager/Supervisor:** Address issues promptly and support fair process.
- **HR Department:** Facilitate, investigate, maintain records, and ensure policy compliance.

7. Confidentiality

All information regarding grievances will be handled with confidentiality and disclosed only to those directly involved in the resolution process.

8. Non-Retaliation

Retaliation against employees who raise grievances in good faith is strictly prohibited.

9. Review

This policy will be reviewed periodically to ensure effectiveness and compliance with legal requirements.