

Grievance Handling Policy

1. Purpose

This policy outlines the process and procedure for handling grievances raised by employees concerning their work, conditions of employment, or relationships with colleagues and management.

2. Scope

This policy applies to all employees of [Company Name], regardless of position or employment type.

3. Policy Statement

[Company Name] is committed to creating a harmonious work environment. We encourage open communication and the fair, prompt, and confidential resolution of all grievances.

4. Definitions

Grievance: Any concern, complaint, or dissatisfaction expressed by an employee regarding workplace matters.

5. Procedure

1. Informal Resolution:

- Whenever possible, employees are encouraged to resolve grievances informally with the person concerned or their immediate supervisor.

2. Formal Grievance:

- If informal resolution is unsuccessful, the employee should submit a written grievance to the Human Resources department.
- The grievance must include relevant details and any supporting evidence.

3. Investigation:

- HR will acknowledge receipt and conduct a fair and objective investigation.

4. Outcome & Resolution:

- HR will communicate the decision and any remedial action to relevant parties.
- If the employee remains dissatisfied, they may appeal to senior management.

6. Confidentiality

All grievance matters will be handled with strict confidentiality and in accordance with privacy laws.

7. No Retaliation

Employees will not be penalized or discriminated against for lodging a grievance in good faith.

8. Responsibilities

- **Employees:** Raise grievances promptly and cooperate in investigations.

- **Supervisors/Managers:** Treat grievances seriously and support fair resolution.
- **HR Department:** Oversee the grievance process and ensure compliance with this policy.

9. Review

This policy will be reviewed regularly and updated as necessary to reflect best practices and legal requirements.

Effective Date: [Insert Date]

Approved By: [Insert Approver]