

Organizational Grievance Handling Framework

1. Purpose

To provide a clear and structured process for addressing and resolving grievances raised by employees or stakeholders in a timely and fair manner.

2. Scope

This framework applies to all employees and stakeholders within the organization who wish to raise concerns or complaints regarding workplace issues.

3. Grievance Process Overview

Step	Description
1. Raise Grievance	Complainant submits grievance in writing to the immediate supervisor or HR.
2. Acknowledgment	Grievance is acknowledged within 3 working days.
3. Investigation	Relevant parties investigate the grievance and gather facts.
4. Resolution Meeting	Meeting is held between the parties to discuss and resolve the issue.
5. Decision & Feedback	Outcome and decision communicated in writing to all parties involved.
6. Appeal (if necessary)	Complainant may appeal the decision to a higher authority.

4. Principles

- Confidentiality is maintained throughout the process.
- Procedures are transparent and fair to all parties.
- No retaliation for raising genuine grievances.
- Timely resolution is prioritized.
- Records are kept for documentation purposes.

5. Roles & Responsibilities

- Complainant:** Raise grievance clearly and participate in process.
- Immediate Supervisor:** Acknowledge, facilitate, and escalate as required.
- HR Department:** Coordinate investigation, maintain records, ensure process adherence.
- Management:** Make final decisions, handle appeals.

6. Record Keeping

All grievances and resolutions are documented and securely stored for future reference and compliance.

7. Review

This framework shall be reviewed annually to ensure ongoing effectiveness and compliance with organizational needs and legal requirements.