

Step-by-Step Grievance Handling Policy (Draft)

1. Purpose

This policy aims to provide a clear and fair process for handling grievances raised by employees in an efficient and systematic manner.

2. Scope

This policy applies to all employees within the organization.

3. Policy Statement

The organization is committed to resolving grievances promptly, impartially, and confidentially at the earliest possible stage.

4. Step-by-Step Grievance Procedure

1. Step 1: Informal Discussion

The employee should first attempt to resolve any grievance by discussing the matter informally with their immediate supervisor.

2. Step 2: Formal Grievance Submission

If not resolved, the employee should submit a formal written grievance to the Human Resources department, detailing the nature of the complaint.

3. Step 3: Investigation

Human Resources will acknowledge the grievance in writing and initiate an impartial investigation, gathering relevant facts and interviewing involved parties as necessary.

4. Step 4: Meeting

A meeting will be arranged to discuss the grievance with the employee. The employee may be accompanied by a colleague or representative.

5. Step 5: Outcome/Decision

Following the meeting, Human Resources will communicate the decision in writing, outlining findings and any actions to be taken.

6. Step 6: Appeal

If the employee is dissatisfied with the outcome, they may submit a written appeal, which will be reviewed by a designated senior manager or committee.

7. Step 7: Final Decision

The organization's final decision will be provided in writing; this concludes the internal grievance process.

5. Confidentiality

All grievance proceedings will be handled with strict confidentiality to protect the rights and privacy of all

parties involved.

6. Review

This policy will be reviewed periodically and updated as needed to ensure its continued effectiveness.