

Workplace Grievance Management Policy

1. Purpose

This policy provides a framework for employees to raise workplace grievances and ensures an effective, prompt, and impartial process for resolution.

2. Scope

This policy applies to all employees of [Company Name], including permanent, temporary, and contract workers.

3. Definitions

- **Grievance:** Any concern, complaint, or dissatisfaction related to work, workplace behaviour, policies, or decisions.
- **Complainant:** The employee raising the grievance.
- **Respondent:** The individual(s) whose actions are alleged in the grievance.

4. Policy Statement

[Company Name] is committed to providing a safe and fair workplace. All grievances will be addressed promptly, confidentially, and without retaliation.

5. Grievance Procedure

1. **Informal Resolution:**
 - Employees are encouraged to address grievances directly with the person concerned, where appropriate.
 - If unresolved, proceed to the formal process.
2. **Formal Grievance Submission:**
 - Submit a written grievance to the supervisor or HR within [X] days of the incident.
 - Include details of the grievance and desired resolution.
3. **Investigation:**
 - HR or an authorized investigator will review the grievance and may conduct interviews.
 - Both complainant and respondent will have the opportunity to present information.
4. **Resolution & Outcome:**
 - A decision will be communicated in writing within [X] days of submission.
 - Appropriate actions, if required, will be implemented promptly.
5. **Appeal:**
 - If dissatisfied, employees may submit an appeal in writing to [Appeal Authority] within [Y] days.

6. Confidentiality

All grievance matters will be handled with confidentiality and shared only with those directly involved in the process.

7. Non-Retaliation

No employee will face retaliation for filing a grievance in good faith.

8. Policy Review

This policy will be reviewed regularly and updated as required.

9. Approval

Approved by: _____

Date: _____