

Grievance Procedure– HRP003



1. PURPOSE

To set out the policy of the Company relative to the handling of grievances of employees.

2. DEFINITION

A Grievance is a sense of dissatisfaction or feeling of injustice which an employee in the work situation has, which originates from the working relationship between the employee and the employer and between employees.

3. POLICY

The parties involved agree that it is to their mutual benefit that grievances are best handled by means of a formal grievance procedure. Employees will be able to submit grievances without detriment to their service with the organisation.

Grievances should be handled as speedily as possible in an early stage at the point where the grievance originated.

Any employee will have the right to be represented by a fellow employee of choice in the handling of his/her case. The Human Resources Manager or an appointed person will provide advice to all parties and provide support at the level of investigation.

An employee or representative shall not leave his/her normal workplace and become involved in discussions relative to the grievance without the prior permission of his/her team leader / manager. This permission will, however, not be withheld unreasonably.

Should the services of an interpreter be required, the employer will provide this service.

4. PROCEDURE

Step 1: Immediate Team leader / Manager

- a) An employee who has a grievance related to his/her work must convey this verbally to his/her Team Leader / Manager. Should the grievance be against the Team Leader / Manager, it should be conveyed to the next level of Management. Said manager should inform the other party to the grievance that a grievance has been submitted against him/her.
- b) To the best of his/her ability, the team leader / manager should:
 - i) Listen in private to the employee.
 - ii) Encourage the employee to discuss the grievance openly and freely.
 - iii) Undertake to investigate the complaint and to furnish the employee with his/her opinions and suggestions.
 - iv) Acquire all the material facts relative to the grievance (distinguish between facts and opinions.)

Description:	Grievance Procedure	Policy Number: HRP003
Department:	Human Resources	
Responsibility by:	All / Facilities	
Last Saved:	22/7/2019	
	HRP003	Page 1 of 2

Grievance Procedure– HRP003



- c) The team leader / manager should attempt to solve the grievance as soon as possible within, at most, three working days.
- d) Should the decision of the team leader / manager not be acceptable to the employee, Step 2 of the procedure will come into operation. The team leader / manager must advise the employee with regard to the progression of steps of the procedures and his/her right to be represented.

Step 2: Representative

- a) The employee must discuss his/her grievance with his/her representative.
- b) The employee, assisted by his/her representative, must discuss the grievance with his/her team leader / manager who must endeavour to resolve the grievance within three working days.
- c) The team leader / manager must discuss his/her findings and recommendations with the employee and record his/her findings and recommendations.
- d) Should the decision of the team leader / manager not be acceptable to the employee Step 3 will come into operation.

Step 3: Grievance Form

- a) Should the employee prefer to proceed with the grievance, he/she should complete a Grievance Form with the assistance of his/her representative.
- b) The Grievance Form should be completed in triplicate. The first two copies are to be delivered to the team leader / manager and his/her immediate director / general manager, whilst the employee should retain the third copy.
- c) Should the employee prefer it, he/she should proceed with step 4.

Step 4: Investigation

- a) An investigation must now be arranged within three working days by the director / general manager of the team leader / manager.
- b) Present at the meeting would be the employee and his/her representative, the team leader / manager, the team leader's / manager's director / general manager and, if available, the Human Resources Manager, or Human Resources Officer.
- c) The parties should endeavour to solve the problem and reach an agreement. The agreement is recorded on the Grievance Form.
- d) If the grievance is not satisfactorily resolved, the grievance procedure ends and the dispute procedure commences.
- e) Any party can declare a dispute in terms of the dispute settlement procedure.

Description:	Grievance Procedure	Policy Number: HRP003
Department:	Human Resources	
Responsibility by:	All / Facilities	
Last Saved:	22/7/2019	
	HRP003	Page 2 of 2