

## SAMPLE (1) GRIEVANCE PROCEDURE – (GENERAL)

### STEP 1

The Employee concerned should raise the grievance with a superior not involved in the grievance. It could be submitted in writing, or if verbal, the statement should be recorded by the employee's superior. The Employee's identity should remain anonymous for private cases.



### STEP 2

If the matter is not settled within 5 working days, the matter should be referred to the Department Manager.



### STEP 3

If the matter is not settled after 5 working days, then it should be referred to the Human Resources Manager.



### STEP 4

If the matter is not settled within 5 working days, the matter should be referred to the Company Manager.



### STEP 5

If the matter is not settled within 5 working days, the matter must be referred for mediation at the Labour Department. The status of the grievance and steps taken to resolve it must be recorded and kept up to date.

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