
SAMPLE (2) GRIEVANCE PROCEDURE (ADAPTED FROM TFT)

STEP 1

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

STEP 2

The management should meet with workers and their representatives to understand and to resolve the grievance informally. If this grievance is resolved, the process ends. If a informal agreement is not arranged, the process proceeds to Step 3.

STEP 3

The management can form an investigation unit, which includes workers representatives. This unit further investigates the issue, if required. They then submit a formal response to the grievance. The worker and their representative reviews this response. If they agree with the proposed response and / or remediation, the process ends.

STEP 4

If the proposed response to the grievance is not accepted by the worker and their representative, then they can appeal. The appeal process involves repeating the process with a more senior committee within the organisation.

STEP 5

The process repeats until a agreement is reached, progressing through progressively senior levels of company management.

STEP 6

If the matter is not settled, it must be referred for mediation at the Labour Department.



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