



SAMPLE (2) GRIEVANCE PROCEDURE

STEP 1

The employee concerned can 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. The Employee's identity should remain anonymous for private cases.



STEP 2

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



STEP 3

The management can form an investigation unit, which includes workers representatives. This unit further investigates the issues, 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 an agreement is reached, progressing through progressively senior levels of company management.



STEP 5

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



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