Grievance Procedure

1. Introduction

The purpose of this grievance procedure is to provide a fair and transparent process for employees to address concerns or complaints related to their employment. This procedure applies to all employees of the Company.

2. Informal Resolution

* Employees are encouraged to resolve grievances informally whenever possible. This can involve discussing the issue with their immediate supervisor.
* If the grievance involves the immediate supervisor, the employee should approach the next level of management.

3. Formal Grievance Procedure

If the grievance cannot be resolved informally, the following formal procedure should be followed:

Step 1: Submission of Grievance

* The employee must submit a written grievance to their supervisor within 5 working days, outlining the nature of the grievance and any relevant details.
* The supervisor will acknowledge receipt of the grievance within 5 working days.

Step 2: Investigation

* The supervisor will conduct a thorough investigation into the grievance, which may involve interviewing the employee, the individual against whom the grievance is lodged, and any relevant witnesses.
* The investigation will be conducted impartially and with confidentiality maintained to the extent possible.

Step 3: Resolution

* The supervisor will communicate the findings of the investigation to the employee and any other relevant parties.
* Based on the findings, the supervisor will determine an appropriate course of action to resolve the grievance.
* The supervisor will communicate the resolution to the employee within 5 working days.

Step 4: Appeal

* If the employee is not satisfied with the resolution, they may appeal within 5 working days to a designated appeal panel.
* The appeal panel will review the grievance and the steps taken so far and may conduct further investigation if necessary.
* The decision of the appeal panel will be final.

4. Timeframes

* Every effort will be made to resolve grievances in a timely manner.
* Timeframes for each step of the procedure will be communicated to the employee at the outset of the process.

5. Confidentiality

* Confidentiality will be maintained throughout the grievance procedure to the extent possible, with information disclosed only to those involved in the process on a need-to-know basis.

6. Non-Retaliation

* Retaliation against employees who raise grievances in good faith is strictly prohibited and will result in disciplinary action.

7. Review

* This grievance procedure will be reviewed periodically to ensure its effectiveness and fairness.

8. Conclusion

* The Company is committed to addressing employee grievances promptly and fairly, in accordance with this procedure and applicable laws and regulations.