

Effective as from 1 January 2018

## **GRIEVANCE PROCEDURE POLICY**

### **1. GENERAL**

- 1.1 The Centre wishes to promote high moral and job satisfaction among employees and for this reason has established a grievance procedure.
- 1.2 A grievance is any serious dissatisfaction or feeling of injustice affecting an employee which arises out of his or her work situation or the employment relationship between him/her and the Centre. This procedure is thus not applicable to grievances that can and should be resolved informally.
- 1.3 The intention of the Centre and its employees is that grievances will be resolved at the earliest stage possible and as speedily as possible.
- 1.4 Employees may lodge valid grievances without any prejudice whatsoever to their employment.
- 1.5 Notwithstanding the stages and the time limits stated in this procedure, the parties may mutually consent to deal with the grievances more expeditiously.
- 1.6 The grievance procedure will not be short-circuited unless the grievance constitutes an emergency which may be detrimental to the stability of the work place.
- 1.7 If a grievance lies against the Manager or a Coordinator the aggrieved employee may approach the Director directly. If the grievance lies against the Director the aggrieved employee may approach the Chairperson of the Trust directly. In this instance, the Chairperson will confirm the procedure to be followed with the relevant employee.



## STAGES OF PROCEDURES

### 2.1 **Stage 1** (day one)

- 2.1.1 A standard grievance form must be completed, clearly stating the essential allegations and the desired solution, and submitted to the relevant Coordinator or the Manager.
- 2.1.2 If the grievance is against the Director, such a grievance should be directed to the Chairperson of the Trust.
- 2.1.3 The employee may approach a fellow employee to obtain guidance and/or assistance with regard to completing the grievance form.

### 2.2 **Stage 2** (days 2 and 3 )

- 2.2.1 The Coordinator or Manager shall then attempt to resolve the grievance within two full working days of the grievance being received.
- 2.2.2 If a solution is reached and accepted by the employee(s), acknowledgement of the acceptance shall be indicated by both the aggrieved employee(s) and their representative on the grievance form.
- 2.2.3 If a satisfactory solution is not reached within two working days, the Coordinator or Manager will record the failure to reach a solution together with the reasons for such failure on the grievance form and will then refer the matter to the Director.

### 2.3 **Stage 3** (days four and five)

- 2.3.1 The Director will convene a meeting of all concerned within two working days of the report having been received by the Director.
- 2.3.2 The Director will, if necessary, call for additional information or evidence from witnesses nominated by the aggrieved employee (s) or at the Director's discretion.
- 2.3.3 If a satisfactory solution is not reached within two full working days of the meeting being held, the Director shall record what has transpired and then refer the matter to the Trustees



2.4 **Stage 4**

2.4.1 The Trustees will convene a meeting of all concerned at its next meeting following receipt of the grievance.

2.4.2 Should the parties fail to reach a settlement such failure and the reasons therefore shall be recorded in the minutes of the meeting which shall be signed by the aggrieved employee(s), and the Director.

2.4.3 Failure to reach a settlement at this level will constitute a dispute which shall be submitted for mediation by either of the parties within seven (7) days of the recording of the grievance as a dispute, or recourse may be had to the disputes procedures of the Labour Act.

