**Grievance Policy**

Company Name “The Company”: [Enter Name of Company here]

**Change Log**

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| Date | Change | Authorised by  |
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# Introduction:

The Company is committed to providing a positive and healthy work environment for all employees. This policy sets out our approach to addressing complaints or issues that employees may have with their employment and outlines our responsibilities and expectations for all employees.

# Scope:

This policy applies to all employees of The Company, including full-time, part-time, temporary and contract staff, as well as volunteers, interns, and any other person working on our premises or in connection with our operations.

# Responsibilities:

The Company management team is responsible for ensuring that complaints or issues are addressed in a timely and appropriate manner.

The Human Resources Coordinator is responsible for the implementation and maintenance of this policy, and for providing guidance and support to employees and managers on grievance matters.

All employees have a personal responsibility to understand the company's expectations, and to be aware of the grievance procedures.

# Procedures:

The Company will follow a fair and consistent grievance process, which will include the following steps:

Informal Resolution: Employees are encouraged to raise any complaints or issues informally with their immediate supervisor or manager.

Formal Grievance: If the issue is not resolved informally, the employee may submit a formal grievance in writing to the Human Resources Coordinator.

Investigation: The Human Resources Coordinator will conduct an investigation of the complaint or issue and will provide a written response to the employee.

Appeal: If the employee is not satisfied with the response, they have the right to appeal in writing to the senior management team.

# Communication and Record Keeping:

The Company will communicate the outcome of the grievance process to the relevant parties and will keep records of all grievances received and their resolution.

# Training and Communication:

The Company will provide all employees with the necessary information, instruction, and training on the grievance policy and procedures.

# Monitoring and Review:

The Company will regularly monitor and review the grievance policy and procedures to ensure that they remain fair and consistent, and that they are being applied correctly.

# Conclusion:

The Company is committed to providing a positive and healthy work environment for all employees and ensuring that complaints or issues are addressed in a timely and appropriate manner. We will follow a fair and consistent grievance process, which includes an informal resolution, a formal grievance process, an investigation and an appeal process. The company will communicate and record the outcome of the grievances, will provide necessary information, training and support on grievance matters, and will regularly monitor and review the grievance policy to ensure that it remains fair, consistent and compliant with current legislation and best practices.