

# Sample – grievance policy

## What is a grievance policy?

*The grievance policy outlines the commitments that sites make towards providing a fair grievance process at sites.*



**This policy applies to all workers and employees, regardless of their position.**

## Grievance policy

Name of the Company

Address of the Company

All staff and workers at COMPANY NAME have the right to be treated with respect and dignity within a safe working environment. COMPANY NAME is committed to ensuring that all workers are aware of their rights within this policy, and can access grievance procedures.

Grievances are concerns, problems or complaints that relate to a work environment or situation. They can include all acts that a worker feels is unfair, discriminatory, or inappropriate in any way.

Workers have the right to access COMPANY NAME's grievance procedures. This grievance procedure is:

- Confidential - only those directly involved in the incident or the grievance procedure will be aware of information about the grievance.
- Free from reprisal - COMPANY NAME will take measure, including confidentiality, to protect those lodging grievances.
- Impartial - all parties involved in the grievance are treated equally and without bias.
- Timely and sensitive - grievances will be dealt with quickly, whilst also being sensitive to involved parties, and without compromising the quality of the procedure.

The grievance procedure initially encourages parties to settle grievances informally, through discussion. If this does not resolve the issue then it can be elevated towards a formal grievance process. COMPANY NAME accepts formal grievances in any format, and encourages workers to submit them to supervisors not directly involved. This grievance process may include workers representatives or unions if the individual lodging the grievance wishes for their support.

Following the grievance process, if any individual is not satisfied with the outcome then they have the right to appeal. This appeal will be dealt with by a more senior member of COMPANY NAME. The agreed resolution of the grievance may include proving access to remedy for the individual who lodged the grievance. Remedy may be provided in many forms, including a formal apology, compensation, or punishment.

Signature of person responsible within the company:

(Head of the Organisation)

Date DD/MM/YYYY

# Sample – grievance procedure

## What is a grievance procedure?

*The grievance procedure outlines the process that should be followed when a grievance is raised. This process should protect workers from any retribution or punishment.*

 **The grievance process must be conducted by management who are not involved in the grievance.**

## Grievance procedure

Name of the Company

Address of the Company

### 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.

# Sample – grievance record

## What is a grievance record?

A grievance record is a tool for documenting all complaints or grievances lodged. It should be used for any grievance, regardless of the outcome of the grievance procedure. It is also an important tool for monitoring recurrent grievances.



**All grievances should be recorded and treated seriously.**

## Grievance record

Date:					
Tarikh:					
Name	Description of grievance	Response / Action	Changes	Person in charge	Status
Name	Jenis Aduan dan Rungutan	Tindakan	Perubahan	Pihak bertanggungjawab	Status