

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