

# Employee Grievance Procedure Document

## 1. Purpose

The purpose of this document is to outline the process for employees to raise grievances and for management to address them promptly and fairly.

## 2. Scope

This procedure applies to all employees of [Company Name].

## 3. Definition

A grievance is any concern, problem, or complaint that an employee raises with management regarding their employment or work environment.

## 4. Procedure

### 1. Informal Resolution

- Employees are encouraged to resolve grievances informally by discussing the issue with their immediate supervisor.

### 2. Formal Grievance

- If the issue is not resolved informally, the employee should submit a written grievance to the HR department.
- The grievance should include details of the issue and any steps taken to resolve it informally.

### 3. Investigation

- HR will acknowledge receipt of the grievance and begin an investigation.
- All parties involved will be given the opportunity to respond.

### 4. Resolution

- HR will provide a written response, outlining the decision and any actions to be taken.

### 5. Appeal

- If the employee is not satisfied with the outcome, they may appeal the decision to senior management.
- The decision of senior management will be final.

## 5. Confidentiality

All grievance proceedings will be treated confidentially, and information will only be shared with those directly involved.

## 6. No Retaliation

Employees will not be penalized or retaliated against for raising a genuine grievance.

## 7. Review

This procedure will be reviewed annually and updated as necessary.

