

Employee Grievance Procedure Sample

1. Purpose

This procedure provides a process by which employees may raise and seek resolution for grievances relating to their employment in a fair and timely manner.

2. Scope

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

3. Definition

A grievance is a concern, problem, or complaint raised by an employee regarding their work, conditions, or treatment by others within the organization.

4. Procedure

1. Informal Resolution

- The employee should discuss the grievance with their immediate supervisor within five (5) working days of becoming aware of the issue.
- Both parties should attempt to resolve the matter informally.

2. Formal Grievance

- If the issue is not resolved informally, the employee may submit a formal grievance in writing to the Human Resources department.
- The written grievance should include details of the complaint and any steps taken to resolve it informally.

3. Investigation

- HR will acknowledge receipt of the grievance within three (3) working days.
- An investigation will be conducted, which may include meetings with the employee and other relevant parties.

4. Outcome

- HR will provide a written outcome to the employee within ten (10) working days of the grievance submission.
- If additional time is required, the employee will be informed of the reasons and new timeframes.

5. Appeal

- If the employee is dissatisfied with the outcome, they may submit a written appeal to senior management within five (5) working days of receiving the decision.
- Senior management will review the appeal and provide a final decision within ten (10) working days.

5. Confidentiality

All grievance matters will be handled confidentially. Information will only be shared with those necessary for investigating and resolving the issue.

6. Non-Retaliation

No employee will be subjected to retaliation for raising a grievance in good faith.

7. Records

Records of grievances and outcomes will be kept by HR in accordance with company policy and data protection requirements.

8. Review

This procedure will be reviewed periodically to ensure effectiveness and compliance with legal requirements.