

# 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.