

DOC NO : HRM-12	SECTION : 12	EFFECTIVE DATE : 06/06/2022
REVISION : 00	GRIEVANCE SYSTEM	REVISED DATE : - ◆ <i>Latest Amendment</i>

1. OBJECTIVE

To establish a uniform policy and procedure on enforcement of grievance/ complaint/allegation and the handling of this matter within the Company.

2. SCOPE

This policy is applicable to all employees in the Company and also addresses complaints and allegations by the employees.

3. Policy

Where groups of people work together, conflict could arise for a number of reasons, including interpersonal issues, how workplace policies and mechanisms are applied, and unhappiness about the conduct and behaviour of others, including managers, supervisors and employees, in the workplace. To keep the working environment healthy, it is always better to try and settle any conflicts or resolve any disputes informally and as soon as possible. Employers should also provide employees with a formal trustworthy way for raising their grievances. The grievance mechanism should try to resolve grievances as close to their source as possible. This should be done through meaningful consultation, discussion and joint problem solving. The aim of the grievance mechanism is to provide employees with an easy and trustworthy way of raising any workplace grievances that they may have. The grievance mechanism sets out a formal way for employees who want to have their grievances heard and settled in a friendly way.

4. Definition

4.1 A grievance is defined as any concern, worry, unhappiness, or dissatisfaction that an employee might have as a result of a workplace issue, or a particular workplace relationship. This can include employees' allegations toward employers for violating certain conditions in their contracts, general dissatisfaction regarding workplace mechanisms or a break in interpersonal relationships. Common examples of grievances include:

1. employees feel that they are not heard by management on general work concerns
2. misunderstandings related to payslips or contracts
3. discontent over working hours
4. unhappiness about the way supervisors speak to employees sometimes

4.2 These grievances, if not handled and dealt with properly, can foster and cause a lot of frustration and misunderstandings between work colleagues, employees and managers and influence the overall productivity and job satisfaction within the workplace.

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5. Grievance Procedure

5.1 There are two processes, namely an informal and formal process that can be followed, depending on what the people involve decide, and depending on the type of dispute/grievance. All grievance meetings, informal and formal should be recorded and a copy of the record should be given to the employee.

A) Informal Process

1. Give the employee a chance to tell him/her freely and privately about their problem;
2. Listen to the employee's grievance and try to identify the issues raised;
3. Give the employee a decision about the grievance as quickly as possible;
4. The immediate superior must write down what happened in the meeting/discussion, as well as what decisions have been taken. A copy of this record should be given to the employee and be kept on record.

B) Formal Process

If the employee is not satisfied with the immediate superior's decision, the employee may lodge a formal grievance with the next level of management. The formal process can also be followed if the employee wants to remain anonymous.

1. Once the PIC: Social has received the grievance form or has been informed about the grievance in another suitable way, she/he must arrange a formal grievance meeting as soon as is reasonably possible.
2. The employee, and any other relevant parties should be given written notice of the grievance meeting.
3. The PIC: Social must tell the employee who lodged the grievance that they have a right to get help from a fellow employee, or representative of a recognised trade union of which they are a member. It may involve anything from a discussion between the parties to a formal enquiry.
4. In a formal enquiry the people involved will be given a chance to tell their version of the story and may call suitable witnesses.
5. The PIC: Social must give the employee who lodged the grievance a written decision.

6. Lodging Grievances

6.1 Where the grievance is raised informally with the immediate superior.

The employee must:

1. Discuss the grievance with the immediate superior and provide enough detail.
2. Be honest.
3. Allow time for the supervisor/management to make a decision and provide feedback.

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The immediate superior must:

1. Give the employee a chance to tell him/her freely and privately about the problem.
2. Listen to the employee's grievance and try to identify the issues raised.
3. Give the employee a decision about the grievance as quickly as possible.
4. The parties should meet and try to resolve the grievance within two (2) working days after the grievance was raised by the employee.

6.2 If the employee is not satisfied with the immediate superior decision. The employee may lodge a formal grievance with PIC: Social. They may also raise a grievance in another suitable way if they want to remain anonymous. This way may include getting a fellow employee, or an employee representative raising the matter on their behalf. Once the PIC: Social has received the formal grievance from an employee:

1. He/she must schedule a formal grievance meeting as soon as is reasonably possible.
2. The employee and any other relevant parties must be informed in writing of the grievance meeting.
3. The employee who lodged the grievance will be informed of their right to be helped by a fellow employee, or by a representative of a recognised trade union if they are a member.
4. How the grievance meeting is held will depend on the kind of grievance raised by the employee. It may range from a discussion between the parties to a formal enquiry. In a formal enquiry the parties involved are given a chance to tell their version of the story and/ or call relevant witnesses.
5. The PIC: Social must give the employee who lodged the grievance with his/her written decision. This should be written down in the space provided in the Grievance Form.
6. The parties should meet and try to resolve the grievance within three (3) working days of the formal grievance being raised by the employee.

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Grievances Mechanism Flow Chart



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5.0 Document For Reference

5.1 Grievance Form

Updated By :	Validated by :	Approved by :
		
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