



## Grievance Policy

### **1. PURPOSE**

The purpose of the grievance procedure is to ensure that individual and/or group grievances are considered and resolved as close as possible to the point of origin and as speedily as practicable.

### **2. DEFINITION**

A grievance is any dissatisfaction or feeling of injustice on the part of an employee, or group of employees, at the work –place and arising from the employment relationship between such an employee, or group of employees and Perx Consulting.

Collective bargaining issues and dissatisfaction regarding formal disciplinary action are specifically excluded from the definition of a grievance, and will not be dealt with in terms of the grievance procedure.

### **3. SCOPE OF APPLICATION**

The grievance procedure will apply to all employees at Perx Consulting.

### **4. POLICY STATEMENTS**

- 4.1 It is acknowledged that it is in the mutual interest of both the Company and its employees to abide by a grievance procedure by which any grievance arising can be considered and resolved.
- 4.2 Employees shall not suffer any prejudice whatsoever in their employment, as a consequence of lodging a grievance in terms of this grievance procedure.
- 4.3 Grievances must be resolved at the earliest possible stage and as speedily as possible, at the point where they originated.
- 4.4 Any employee lodging a grievance is entitled at the appropriate stage to representation by a fellow employee in dealing with his/her case.
- 4.5 The resolution of grievances in terms of the stages set out below, shall be vested in line management.

- 4.6 Representatives from the Human Resources Department will provide all parties with advice, guidance and assistance in seeking to resolve the grievance.
- 4.7 Perx Consulting and the employee(s) lodging the grievance may by mutual agreement (in writing) accept the reduction or extension of the stages and time limits stipulated in the grievance procedure.
- 4.8 Employee(s) shall not incur loss of earnings in respect of time spent at meetings with the Company representatives, arranged for the purpose of resolving a grievance.
- 4.9 Meetings to address a grievance(s) shall be scheduled with due consideration of operational requirements.
- 4.10 All employees are to be made fully aware as to the terms and conditions of the grievance procedure.
- 4.11 No industrial action, in whatever format shall be taken by either the employee or Perx Consulting until all stages of the grievance procedure have been completed and final failure to agree has been formally recorded by both parties in terms of the procedure.
- 4.12 A grievance must be lodged within thirty (30) days of it originating, or else the employee forfeits the right to raise the grievances.

## **5. ADMINISTRATION**

- 5.1 The grievance procedure and applicable forms will be obtainable from the Human Resources Department
- 5.2 Grievances lodged are to be recorded on a central grievance register, which is to be monitored on an ongoing basis .
- 5.3 Once a grievance has been finalised all documentation, minutes and forms are to be forwarded by the responsible line manager to the Human Resources Department to be filed on the aggrieved employee's personal file.

## **6. STAGES OF THE PROCEDURE**

### **6.1 *Stage 1: Immediate Supervisor***

- 6.1.1 An employee with a grievance must verbally raise the grievance with his/her immediate supervisor, or the latter's supervisor in the event of a grievance against an immediate supervisor.
- 6.1.2 The supervisor must to the best of his ability,
  - Listen to the employee in private;

- Encourage the employee to express his/her grievance freely and openly;
- Obtain all relevant facts
- Endeavour to resolve the grievance as speedily as possible.

6.1.3 If the grievance is resolved, the outcome shall be recorded in writing and signed by both parties. The written document must be placed on the employee's personal file.

6.1.4 If the supervisors' plan of action and/or recommendation is unacceptable, or takes longer than three (3) working days, stage 2 becomes effective.

## **6.2 Stage 2: Next level of Manager**

6.2.1 The employee must complete in full, the relevant details on the grievance form, assisted by a co-employee, if so required. The signed grievance form must be handed to the next level of management.

6.2.2 The manager shall, within three (3) days of having received the grievance form, call a meeting, in an attempt to resolve the grievance.

6.2.3 If the grievance is resolved the outcome shall be recorded on the grievance form by the manager. The employee shall sign the grievance form, thereby indicating acceptance of the outcome and the resolution of the grievance.

6.2.4 If a satisfactory outcome cannot be reached, the employee must indicate on the grievance form that he/she wishes to proceed with the matter, whereafter the grievance form must be forwarded to the manager of the particular department, and stage 3 becomes effective.

## **6.3 Stage 3: Departmental Manger (Or Nominee)**

6.3.1 Within three (3) days of having received the duly completed grievance form, the Departmental Manager, or his nominee, will call a meeting of all parties concerned. A fellow employee may be present, if so requested by the aggrieved employee.

6.3.2 At the aforementioned meeting, the parties must attempt to resolve the issues(s) and come to an agreement.

6.3.3 The Departmental Manager will attempt to resolve the grievance(s) within three(3) working days as from the final day of the meeting contemplated under 6.3.1 and 6.3.2.

6.3.4 If the aggrieved employee is still not satisfied with the outcome, the matter may be referred to a higher authority for a decisions ( stage four).

#### **6.4 Stage 4: Senior Manager (Or Nominee)**

6.4.1 In stage four of the grievance, the General Manager or his nominee will hold a meeting into the matter as soon as possible, but not later than five (5) working days of receipt thereof.

6.4.2 The aggrieved employee, a fellow employee, General Manager or nominee, representative from the Human Resources Department, departmental manager, and any witness should be present at the meeting/enquiry.

6.4.3 The General Manager or nominee shall announce the decision within two (2) days after the meeting contemplated in 6.4.1. above.

6.4.4 If the matter is settled, it is the duty of the General Manager to ensure that the action agreed on is in fact implemented, and that the necessary documentation is processed .

6.4.5 If the matter remains unresolved the parties ***may*** agree to proceed to stage five (5), if so desired.

#### **6.5 Stage 5: Independent Third Party**

6.5.1 If the employee(s) is still not satisfied with the Senior Manager's decision, a third party may be approached to assist in resolving the issue(s). Such a third party may be non-statutory in nature, the role of which i.e. conciliation/mediation/arbitration, may be agreed to at the end of stage four (4).

### **7. PROCEDURE FOR A GROUP OF EMPLOYEES**

7.1 If the grievance relates to a group of employees (more than two employees), then the employees concerned shall elect a spokesperson, to act on their behalf.

7.2 The spokesperson concerned shall then follow the procedure set out in stages 1 to 5, accompanied by a delegation of not more than two (2) employees.

**8. GRIEVANCE CONCERNING EMPLOYEE'S IMMEDIATE SUPERVISOR:**

8.1 When an employee, group of employees allege that a grievance has arisen out of the act of a supervisor or immediate superior, the grievance may be referred immediately to stage 2 of the procedure.

**9. INFORMING EMPLOYEES ABOUT THE PROCEDURE:**

9.1 Employees must be fully informed of the purpose and stages of the grievance procedure, through:

- Inclusion in an induction programme.
- Regular briefing and update sessions
- Industrial Relations training sessions run for all employees, supervisors and managers.

APPROVED BY:

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## FLOW CHART : GRIEVANCE PROCEDURE

