For this assessment, you'll follow these steps:

**Preparation:**

1. **Gather your Group**: Ensure you have at least three students for your discussion.
2. **Review Documents**: Study the LMM Code of Conduct and the working group's feedback on the grievance procedures to identify staff concerns.
3. **Research**: Look into examples of grievance procedures to guide your creation of a robust and compliant policy.

**Discussion (Video/Observation):**

1. **Introduce Yourselves**: At the start of the discussion, each participant must state their name and student ID.
2. **Group Review of Current Policy**: Discuss the current policy, identifying concerns from the staff feedback. This helps set the foundation for improvements.
3. **Categorize Grievances**: Define what qualifies as a grievance, ensuring everyone understands and agrees. Document these categories in your new policy.
4. **Develop the Procedure**: As a group, create a step-by-step procedure for handling grievances, incorporating the feedback and policy examples you've researched.

**Policy and Procedure Document:**

1. **Use a Template**: Follow the "Uptown IT Client Privacy IP Copyright Ethics Policies.docx" style guide.
2. **Write Clearly**: Ensure the policy includes grievance categories and a clear, step-by-step procedure for resolution.
3. **Finalize the Document**: After discussions and refinements, draft the final grievance procedure document.

**DISSCUSION POINTS**

**LMM Policy and Procedure - Grievance Procedure Discussion Points**

1. **Importance of a Formal Grievance Procedure**
   * Discuss why having a formal grievance procedure is essential for the organization.
     + *Example:* A formal procedure ensures that employees have a structured way to raise concerns, leading to better morale and fewer unresolved conflicts. It can prevent legal issues by demonstrating that the company follows a clear, fair process.
2. **Current Procedure Issues**
   * Identify the specific gaps in the existing grievance procedure and discuss improvements.
     + *Example:* The current policy lacks a step-by-step guide for reporting grievances, making it unclear for employees on how to proceed if they have a complaint. Staff feedback indicates frustration due to inconsistency in handling issues across different departments.
3. **Standardization Across the Organization**
   * Explore how to standardize the grievance process across all departments and supervisors.
     + *Example:* Some departments handle grievances informally, while others follow unwritten procedures. We need a documented, uniform process so that all employees, regardless of their department, know exactly what to expect.
4. **Clear Reporting Channels**
   * Define who grievances should be reported to and ensure that these channels are clearly communicated to staff.
     + *Example:* Create a flowchart showing the hierarchy of who to report grievances to, whether it’s a direct supervisor, HR, or a grievance officer. This ensures that employees know exactly who to contact.
5. **Grievance Categories**
   * Establish and categorize the different types of grievances (e.g., harassment, discrimination, pay disputes) to clarify the scope of the policy.
     + *Example:* By categorizing grievances, we can create tailored procedures for different types of issues. For instance, harassment claims might follow a different investigation process compared to pay disputes.
6. **Detailed Process Steps**
   * Outline the step-by-step process for handling grievances from submission through to resolution.
     + *Example:* After a grievance is submitted, there should be an initial review within 48 hours, followed by a formal investigation within 7 days. All stages should have clear deadlines and responsibilities, ensuring that the process does not drag on indefinitely.
7. **Mediation and Resolution Strategies**
   * Discuss how mediation could be incorporated into the grievance procedure and what resolution steps will follow.
     + *Example:* Introduce mediation as a first step before formal investigation to see if the issue can be resolved amicably. For instance, if two employees are in conflict, bringing in a neutral mediator could resolve the issue without escalating to a formal complaint.
8. **Appeals Process**
   * Define what happens if a grievance is not resolved to the satisfaction of the employee and outline an appeals process.
     + *Example:* If an employee is not satisfied with the outcome of their grievance, they can submit an appeal within 14 days, which will be reviewed by a senior manager or a different department to ensure impartiality.
9. **Privacy and Confidentiality**
   * Discuss how to protect the privacy of the parties involved in the grievance to ensure sensitive information remains confidential.
     + *Example:* All documentation related to grievances should be stored securely, with access limited to those involved in the investigation. For instance, ensuring that no one outside the grievance committee has access to sensitive employee files.
10. **Timelines for Grievance Resolution**
    * Establish reasonable timelines for each step of the grievance process to prevent delays.
      + *Example:* The process could include specific deadlines, such as acknowledging receipt of a grievance within 24 hours and completing an investigation within 30 days. This ensures that issues are dealt with promptly.
11. **Monitoring and Evaluation**
    * Discuss how to monitor the effectiveness of the grievance procedure and make adjustments as needed.
      + *Example:* Conduct quarterly reviews of the grievance log to identify any patterns, delays, or recurring issues. For example, if grievances are frequently unresolved within the set timeline, adjustments might be needed to improve the efficiency of the process.
12. **Staff Training and Awareness**
    * Discuss how to ensure all staff are aware of the updated grievance procedure and trained to follow it.
      + *Example:* Organize mandatory training sessions to introduce the new grievance process. Create accessible materials, such as a handbook or intranet page, so employees can refer to it easily when needed.
13. **Continuous Improvement and Feedback Mechanisms**
    * Discuss how to collect feedback from staff about the grievance procedure and make continuous improvements.
      + *Example:* Implement an anonymous survey every 6 months asking employees about their experience with the grievance process. Use the feedback to make iterative updates, ensuring the process evolves with employee needs and organizational changes.