

Working groups feedback on current grievance procedures

26/07/2021

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# Grievance Procedure

Policy Document number: Not Applied

Current until: Outdated

## Background

Back in early 2002 when the organisation was first established management produced the basic LMM Code of Conduct that has been applied since. Over time the document was realised for its shortcomings and unwritten procedures evolved in different forms depending on the supervisor and composition of the section of the workforce involved.

Management have now recognised that the organisations document in regard to the internal staff procedures is long overdue for updating. Management has taken the step of obtaining feedback from the organisations staff in their opinion of the current grievances procedure and what they would like to see in place.

## Process

Instead of the organisation having one large meeting where everyone can try and give their opinions, it was decided by management to split into small groups.

These groups consist of:

* Group 1 – Office Manager, Accountant, Bookkeeper, and Public Relations Consultants
* Group 2 – Office Administration officers, and receptionist
* Group 3 – Graphics Designers, Web Site Developers, and Desktop Publishers

All groups were asked to overview the current grievance procedure and discuss how the process is implemented in each group. All groups are then to:

1. give a group opinion if the current written procedure is sufficient, or if the procedure requires updating
2. what major points should be included in the procedure
3. what steps should be included in the procedure

## Group Feedback

The following is the summarised feedback that has been supplied by each of the three groups.

### Group 1

1. Current procedure that is stated in the LMM Code of Conduct document is vague and in reality non-existent
2. Points that should be included in the grievance procedure:
   1. Types of categories that could cause a grievance complaint
   2. Who the grievance should be filed?
   3. Privacy of the grievance
   4. Mediation
   5. Actions to be taken
3. Step that should be in the procedure:
   1. Submit grievance on appropriate form
   2. Who to submit form to?
   3. Review of grievance
   4. Notification of parties
   5. Mediation meeting
   6. Action required
   7. Follow up

### Group 2

1. No procedure actually stated in the Code of Conduct, just report a concern to your supervisor or the manager
2. Points to be included in procedure:
   1. Who to report grievance to?
   2. What types of grievances
   3. Steps in the process
   4. Follow up
   5. Privacy
3. Procedural Steps:
   1. Does the incident constitute a grievance?
   2. Determine who to submit form to
   3. Fill out and submit a form
   4. Review by management with the aggrieved
   5. Notification and meeting with all relevant parties
   6. What action is required?

### Group 3

1. No detailed procedure state in the LMM Code of Conduct
2. Points to be included in procedure:
   1. Privacy for all parties
   2. How the procedure needs to be followed
   3. Grievances – what are they?
   4. What actions would be necessary
3. Steps in the procedure:
   1. Classify the procedure
   2. Submit grievance to the relevant supervisor or manager
   3. Meet with all parties and maintain privacy
   4. Moderate a solution
   5. Apply the solution
   6. Follow up result of solution