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1. Purpose

The grievance procedure explains how employees can voice their complaints in a constructive way. Management should know everything that employees or hinders their work, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

2. Scope

This policy refers to everyone in the company regardless of position or status.

3. Responsibility

Supervisors/ Managers/ HO level Sr. managers

4. Procedure

Grievance as any complaint, problem or concern of a worker/ person regarding their workplace, job or co-worker relationships.

Employees can file grievances for any of the following reasons but not an exhaustive list:

- Workplace harassment
- Health and safety
- Supervisor behaviour
- Adverse changes in employment conditions

Workers are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

1. Communicate informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
2. If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.

The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:

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1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who faces allegations with a copy of the grievance
4. Organize mediation procedures (e.g. arranging a formal meeting)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
- 10.Keep accurate records

Records

Grievance form