Rainbow Hero Co

EMPLOYEE GRIEVANCE PROCEDURE

**INTRODUCTION**

This procedure provides a step-by-step guide to resolving & manage work-related grievances & disputes.

**GRIEVANCE REPORTING**

What an employee should do if she/he would like to report a grievance? Who should they contact first and how should they attempt to resolve the issue before escalating to management?

Your first contact for reporting a grievance is a manager &or supervisor

**INFORMAL REPORTING**

What should an employee do if the issue was not resolved?   
What could be done in writing?  
What will happen next?

**FORMAL REPORTING**

What is the next step in grievance reporting?   
What could be done in person?  
What will happen next?

**APPEALS**

What an employee should do if they are not satisfied with the outcome?   
How can they appeal the decision?  
What is the latest day they can appeal?**CONFIDENTIALITY**

What methods are used to ensure employees confidentiality when resolving grievances?

Any discussions about the grievance will be discussed in private. The identity of those involved will not be disclosed to people in the workplace