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?

**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?