

Formal Grievance and Issue Resolution Procedure

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Department: Human Resources & Legal

1. Purpose and Scope

This procedure provides a clear, confidential, and fair process for employees to raise and resolve legitimate workplace grievances (e.g., harassment, discrimination, unfair treatment, or policy violations) without fear of reprisal.

2. Informal Resolution (Step 1)

Employees are encouraged, where appropriate and comfortable, to first seek resolution informally by discussing the issue with:

1. The individual(s) involved.
2. The immediate Line Manager.
3. A trusted HR representative.

If the grievance involves the Line Manager, the employee may proceed directly to Step 2.

3. Formal Grievance Submission (Step 2)

3.1. Submission

A formal grievance must be submitted in writing using the **Grievance Submission Form** to the Head of Human Resources, **[Head of HR Name]**, within **[15] working days** of the last incident related to the grievance.

The written submission must include:

- Employee Name and Department.
- Details of the incident(s), including dates, times, and location.
- Name(s) of the person(s) involved.
- Copies of any relevant documentation (emails, messages, etc.).
- The desired resolution or outcome.

3.2. Acknowledgment

HR will acknowledge receipt of the formal grievance within **[3] working days**.

4. Investigation (Step 3)

4.1. Investigation Team

HR, in consultation with the Legal Department, will appoint an impartial investigator or panel. The investigation team will interview all relevant parties, review documentation, and maintain strict confidentiality throughout the process.

4.2. Timeline

The investigation will be completed within **[15] working days** of the acknowledgment date. This timeline may be extended for complex cases, with formal notification to the employee.

5. Decision and Resolution (Step 4)

Based on the investigation findings, HR will issue a written response to the employee outlining:

- The findings of the investigation.
- The decision regarding the grievance (substantiated, partially substantiated, or unsubstantiated).
- The disciplinary or corrective action taken (if any), adhering to employee privacy where necessary.

6. Appeals (Step 5)

If the employee is dissatisfied with the outcome, they may appeal the decision in writing to the **Chief Operating Officer (COO)** within **[5] working days** of receiving the initial decision. The COO's decision following the appeal process is final.