

Memo



Date:	21 February 2015
To:	Executive Management
From:	Joke @ HR
Location:	50, Awolowo Road Ikoyi, Lagos
Subject:	Inclusion of Grievance Procedure in Staff Handbook
No of Pages:	2

Background

A grievance procedure is a formal plan which provided for the resolution of grievance through discussion at progressively higher levels of authority. It is designed to address employee complaints officially and fairly through a laid down procedure.

Objectives

- Ensure prompt response to employees' grievances in order to keep a motivated team
- Facilitate improved customer service delivery
- Increase staff morale
- Enhance operational excellence.

Grievance Procedure

An employee who wishes to raise any grievance with which he/she is directly and personally concerned shall in the first instance discuss the issue with his/her Line Manager.

Where the issue involves the immediate Line Manager, the concerned employee shall report the issue to the Divisional Head to resolve the issue. If the employee remains unsatisfied at the outcome of the Divisional Head's intervention, he/she shall submit a documented case to HR for resolution.

Where the grievance involves ethical actions or decisions made by the management of the Company, the concerned employee should channel the grievance through any of the following channels:

- Head, Human Resources Management;
- Legal Counsel of the Company; and/or
- Contact details in line with our whistle blowing policy

Where the employee chooses to route the complaint by e-mail, he/she is not mandated to reveal his/her identity unless resolution of such complaint is deemed to require personal intervention.

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The Head, Human Resources shall ensure that the issue is reviewed and investigated, as required.

If after two weeks the matter is still not resolved satisfactorily, it may then be referred to the Executive Management or Disciplinary Committee who will endeavor to settle the matter finally

In order to expedite appeals without the need to refer back for further information, Managers transmitting appeals to the Executive Management must add their comments and suggestion when forwarding such appeals and indicate on the appeal that it has been submitted through them.

Allegations made in appeals should normally be supported by proof while appeals that contain offensive materials will be ignored as anonymous letters will also be discountenanced unless substantiated.

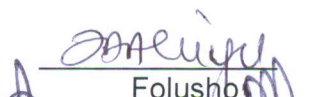
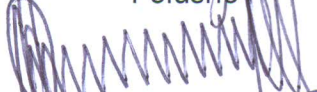
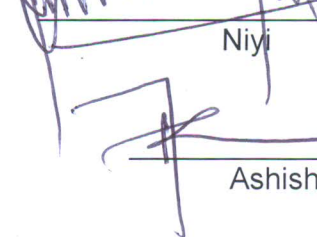
Request

Approval is hereby sought to

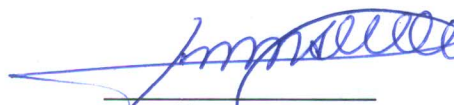
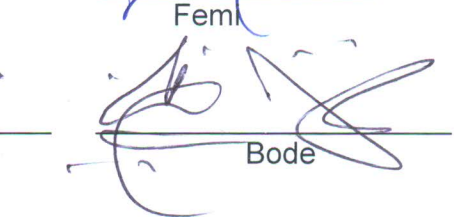
- adopt the above grievance procedure as it will help achieve the following stated below and ensure we have a laid down procedure in case of a future occurrence
- Insert the grievance procedure into the staff handbook for the information of all Wapic Insurance staff

Kindly approve.

Concurrence


Folusho

Niyi

Ashish

Concurrence


Femi

Bode

Approval