**Sample Grievance Handling Policy**

This policy defines the company’s policy on the importance of handling grievances of employees in the workplace.

2 The company takes all grievances seriously and assures all employees that all grievances will be handled with strict confidentiality. All employees are encouraged to take up their grievances with the company, through the procedures as laid out.

3 All supervisors and above are expected to handle all grievances which are brought up by their staff. Staff may bring up their grievances to their supervisors or any other supervisors / management staff. Staff are assured that in cases where the grievance is brought up to other supervisors / management staff, or made against their supervisor, there will not be any repercussions on the staff for doing so.

**Grievance Handling Policy**

1. **Definition of a Grievance**

**Workplace grievances** refer to discontent or feelings of unfairness at work or workplace. It may be felt by an individual employee or a group of employees. Grievances may fall under five categories. These are:

1. Company policies such as leave management and work practices.
2. Wages such as salary, bonus and overtime pay.
3. Working conditions such as hygiene, safety and health issues.
4. Interpersonal relations such as conflict with co-workers or supervisors.
5. Workplace harassment such as insulting language, cyber bullying or sexual harassment
6. **Objective of a Grievance Process**

The Company has put in place the following grievance handling procedure (Refer to sample grievance handling procedure) to manage workplace grievances and build an inclusive and harmonious workplace. Unresolved grievances affect the morale and motivation of employees and may have repercussions such as business disruptions. Hence the company takes all grievances seriously and will maintain confidentiality for all cases. Employees are to be assured that no disciplinary action will be taken against employees who appeal to the superior of the immediate supervisor. (For unionised companies) The trade union representative can be involved in the process to represent the aggrieved employee.