



Do you have a grievance handling procedure in place for your employees to raise grievances?

When you handle workplace grievances well, you can prevent employee morale and productivity from being adversely affected, as well as help to protect the company's image.

By adopting the Tripartite Standard on Grievance Handling, you can build an inclusive and harmonious work environment.

Run through the checklist on the right to see if your organisation is ready.

To adopt this Tripartite Standard, visit tafep.sg

01

Put in place Grievance Handling procedure

A grievance handling procedure has been put in place for employees to raise grievances and for the employer to conduct proper investigations and respond to the affected persons.



02

Communicate your grievance handling procedure

This procedure is also clearly communicated to all employees and documented (e.g. in the collective agreement, company circular or memo).



03

Appoint appropriate authority to manage grievances

The grievance handling procedure states the appropriate authority to hear the appeal and a reasonable period of time for action to be taken. The employee is given the right to bring the unresolved grievance to the next level (e.g. request the assistance of the union if the employee is a union member in a unionised company). Discussions are documented and confidentiality of information observed.



04

Train appointed staff to handle grievances

Supervisors and appointed staff are trained to manage employee feedback and grievances and work with the union if the company is unionised.

