

## TRIPARTITE STANDARD ON GRIEVANCE HANDLING

### Purpose

1. Singapore's workforce is inherently diverse. Companies with a diverse workforce benefit from having a larger talent pool and a competitive edge. However, miscommunication and misunderstanding can occur in a diverse workplace. If not managed well, employee morale and productivity, as well as the company's operations and image, can be adversely affected. Employers can put in place policies and procedures to manage workplace grievances and build an inclusive and harmonious workplace.

### Specifications

2. 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.

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

4. 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.

5. Supervisors and appointed staff are trained<sup>3</sup> to manage employee feedback and grievances and work with the union if the company is unionised.

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<sup>3</sup> Training includes programmes or workshops to train supervisors and appointed staff in managing employee feedback and grievances.

## **Glossary**

a) **Workplace grievances** refer to discontent or feelings of unfairness at work. It may be felt by an individual employee or a group of employees (e.g. a wage cut or a retrenchment exercise that could involve several employees or the entire workforce).