**Sample Grievance Handling Procedure**

**General:** All grievance information shall be considered confidential. Grievance materials and notes shall be maintained in a separate file from the employee’s personal file.

An employee who has a grievance can raise his/her grievance in the following steps:

**Grievance Handling Procedure Template**

**Yes**

**Refer to immediate Supervisor**

Employee submits Grievance Complaint 

**Inform Stakeholders of Closure**

**Resolved**

**(within 3 working days)**

**End**

**No**

**Resolved within**

**5 working days**

**If grievance is against Supervisor**

**Refer to Dept Head**

**Not resolved within**

**5 working days**

**Stakeholders**

* Employee(s) who raised the grievance
* Immediate Supervisor
* HR Manager/Senior Management
* Trade Union Representative (If Unionised)

**Resolved within**

**7 working days**

**Refer to HR Manager/Director**

**Not resolved within**

**7 working days**

**Resolved within 7 working days**

**Both Parties may agree to refer the matter to a mutually acceptable third-party for advice**

**Refer to Managing Director/ CEO**