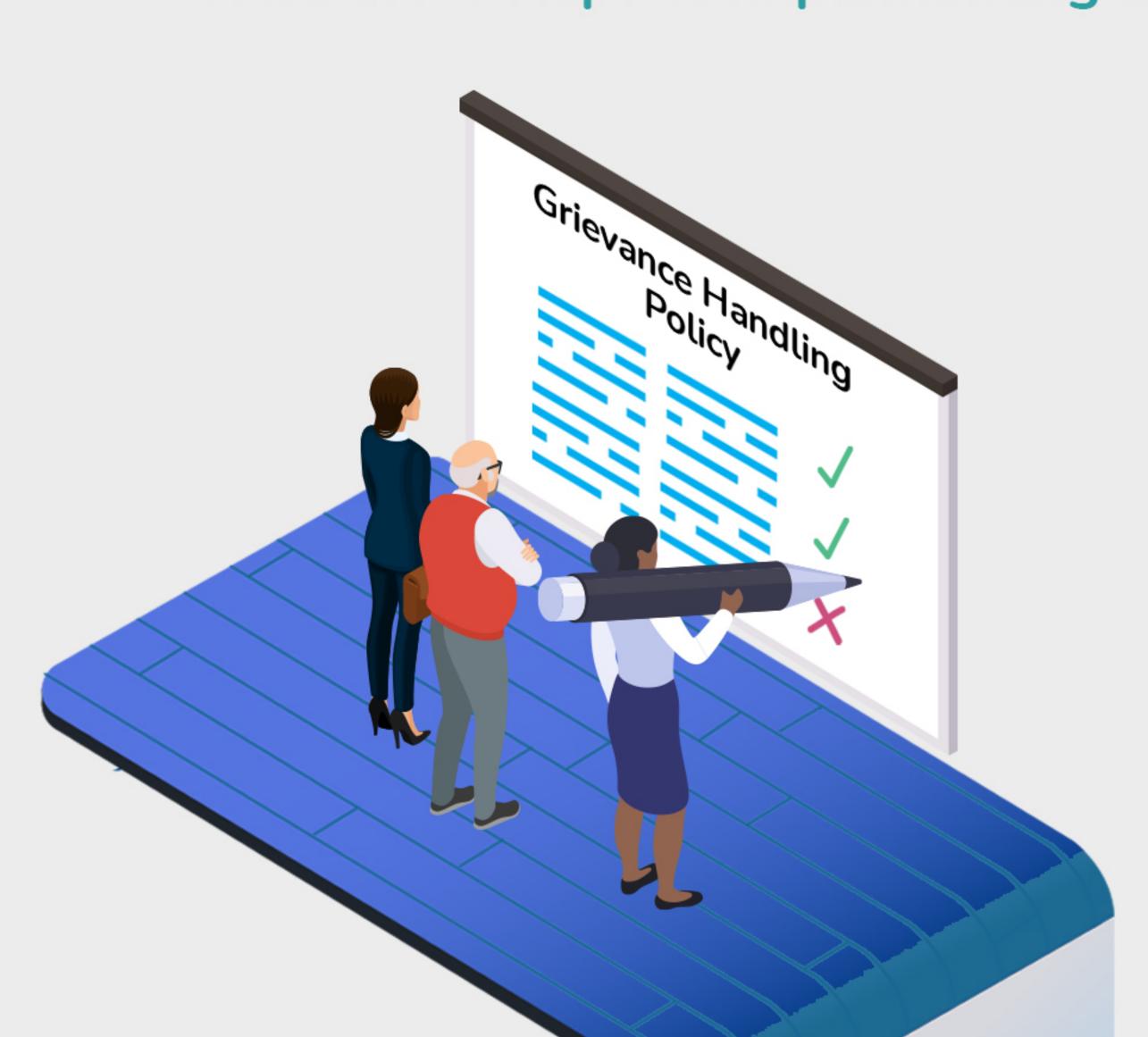
Workplace Fairness Legislation (WFL) 101 is an infographic series to support your organisation in the journey towards building a fairer and more harmonious workplace.

> The WFL will require employers to put in place proper grievance handling processes.

Here are 4 steps to implementing a grievance handling process.



Draft and Document

Your policy should state the definition of a grievance; and the objective and intention of the grievance handling procedure.

It should cover:

- How can employees raise grievances?
- How will their grievances be treated?
- Who should they approach for guidance?
- When will they receive a response?

Best practices:

Train the grievance handler:

- On latest policies and procedures.
- To manage grievance and resolve conflicts amicably.

Inform Internally

Communicate the grievance handling policy and procedures via various channels that are available to all staff, e.g.:

- Employee handbooks
- Internal memos
- Orientation or staff meetings
- Collective agreement (if unionised)

Best practice:

Ensure that your communication channels are inclusive by considering the diverse needs of your employees.





Protect Personnel

Keep details of the grievance and the affected staff confidential.

Best practices:

- Have a secure and confidential reporting channel for employees to submit their grievance reports such as a dedicated email address.
- Train supervisors or managers on how to handle sensitive information appropriately.
- Choose a conducive venue that is private for any inquiry meetings.



Communicate for Closure

Provide closure to the grievance by communicating any decision or actions taken to the affected staff, e.g. through a private meeting.

Best practices:

- Properly document any discussions or actions to be taken following the meeting for transparency.
- Give space and time for staff to process the information and make decisions regarding next steps, which may include making an appeal.

