

4.2 Stage 2: Departmental Head/Nominee

- 4.2.1 The departmental head or his nominee shall take all the necessary steps to resolve the grievance and may convene an enquiry so that the parties may attempt to resolve the grievance. He shall attempt to resolve it within three days of the grievance report having been submitted to him. All relevant employees shall be entitled to attend the enquiry.
- 4.2.2 If the grievance is resolved the solution shall be recorded on the grievance form by the departmental head or his nominee and the aggrieved employee shall be requested to sign the grievance form to indicate that he is satisfied.
- 4.2.3 If the grievance is not resolved within the three day period stated in this clause, any further allegations and the reasons for the failure to resolve this grievance shall be set out on the grievance form by the departmental head or his nominee.
- 4.2.4 If the grievance remains unresolved the departmental head or his nominee shall refer it to stage 3.

4.3 Stage 3: General Manager/or Nominee

- 4.3.1 The employee shall be entitled to raise the matter with the General Manager or his nominee.
- 4.3.2 On receipt of the grievance form, the General Manager or his nominee may within five days convene a meeting with the last level of management who attempted to resolve the grievance, the employee, the employee representative and, where applicable, a member of the Personnel Department.
- 4.3.3 If the grievance is resolved, the solution shall be recorded on the grievance report by the General Manager or his nominee.
- 4.3.4 If the General Manager or his nominee is unable to resolve the grievance within five days of the meeting referred to in this clause, he shall set out in the grievance report any further allegations and the reasons for the failure to resolve the matter.
- 4.3.5 If the Grievance Procedure has been exhausted and the grievance remains unresolved, should the employee wish to take it further, he shall be entitled to call upon his Trade Union to institute the Dispute Procedure referred to in clause 7. If the grievance remains unresolved thereafter the employee may refer the matter to the Industrial Council or the Department of Manpower as applicable in each case.