

3. Personnel Department

- 3.1 The Personnel Department or designated manager may be consulted by employees and management for advice at any stage of a Grievance Procedure. The Grievance Procedure and the forms referred to in this Grievance Procedure are obtainable from that department. The Personnel Manager or Personnel Officer concerned may assist an employee to complete a grievance form if requested. The Personnel Department will ensure that all the laid down procedures have been followed before this written grievance is implemented.
- 3.2 Grievances should not be taken to the Personnel Department/ designated manager but should be resolved through the relevant line managers.
- 3.3 The Personnel Department, if requested, shall assist the party at an enquiry by advising the parties concerned on procedures/precedents.

4. Stages of Procedure for an Individual Employee

4.1 Stage 1: Immediate Superior

- 4.1.1 Step 1: An employee who has a grievance related to his employment must raise it verbally with his immediate superior. He must make it clear to the superior that he is submitting a formal grievance. If the matter is settled at this stage, it will be the duty of the superior to see that any agreed action is implemented and that the employee representative is informed accordingly.
- 4.1.2 Step 2: If the employee is not satisfied that the matter is settled in step 1, he is now free to contact his employee representative or his alternate to discuss the matter. The employee and that representative or his alternate together must approach the superior for the second time and try to settle the matter. If the matter is settled, it is the duty of the superior to see that the agreed action is implemented.
- 4.1.3 Step 3: If the matter is still not resolved to the satisfaction of the worker within two clear working days, he must fill in an official grievance form in duplicate and shall hand one copy to the Personnel Department/designated manager who will ensure that the Grievance Procedure is implemented.
- 4.1.4 Step 4: An enquiry must be arranged within three working days by the superior's (step 4.1.1) superior. This enquiry must be attended by the worker and his superior and the superior's superior and, where applicable, a representative from the Personnel Department and the worker's employee representative or his alternate. The parties will endeavour to resolve the grievance. The enquiry will be chaired by the most senior person and if his decision is accepted the matter shall be resolved.
- 4.1.5 Should the grievance not be resolved at this stage, the employee can proceed to stage 2.