

GRIEVANCE PROCEDURE

<u>Step</u>	<u>Action</u>	<u>Parties</u>
6	<i>Industrial Court</i>	<i>Decision final and binding</i>
		<i>Court Action</i>
5	<i>Company/Union - National Industrial Council</i>	<i>Formal enquiry, discussion between parties, mediation, arbitration or referral to Minister of Manpower or Industrial Court</i>
		<i>Management; Employee; Employee representative and person nominated by Industrial Council to act as Chairman of meetings.</i>
4	<i>Senior Manager - Decision</i>	<i>Formal enquiry and decision</i>
		<i>Senior Manager; Supervisor; Employee; Employee representative nominated by employee.</i>
3	<i>Employee - Supervisor</i>) <i>Formal Grievance prepared and signed by employee</i>
	<i>Grievance Report</i>	
	<i>Employee - Employee reps.</i>	
2	<i>Employee and his representative - Supervisor</i>	<i>Verbal report</i>
		<i>Supervisor; Employee; Employee representative nominated by employee.</i>
1	<i>Employee - Immediate Supervisor</i>	<i>Verbal report</i>
		<i>Supervisor; Employee.</i>

Advise Industrial Relations Manager