

Grievance Policy

Introduction

The dictionary defines grievance as "A feeling of resentment over something believed to be wrong or unfair." Grievance procedures are a means of dispute resolution that are used by the Trust to address complaints by employees, associates, suppliers and other stakeholders. A grievance procedure provides a hierarchical structure for presenting and settling workplace disputes.

It is essential that all grievances be brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem to the work environment.

The Trust regards the individual identity and respect of each employee. To this effect, the Trust has formulated a grievance procedure, which has as its main objective- the speedy resolution of the grievances.

Responsibility

Line Management

- Provide initial guidance, counsel and solution in cases of grievances.
- Follow the normal procedure when appropriate.

HR division

- Advise management of the grievance procedures to apply, as appropriate.

Procedure

1. The Trust shall appoint a Grievance Committee with a chair along with two members which shall be nominated by Executive Director. In addition to three members, names of two additional members will be notified as reserve members.
2. There shall be separate grievance committees for IEO and SOMAARTH.

The names of the members of the Grievance Committee for a calendar year shall be notified by an IOM in the month of December of previous year.

3. Employees may lodge grievances to Grievance Committee without fear of victimisation.
4. To redress a complaint or grievance, the Grievance Committee shall hold its meeting within three working days after receipt of a grievance. Services of reserve member may be obtained when any regular member is absent for more than three days or the grievance is against a regular member of the Grievance Committee.
5. The Grievance Committee shall aim at resolving work related grievances within the Trust as fairly and swiftly as possible.
6. If the employee is not satisfied with the decision of the Grievance Committee, the matter shall be referred to the Executive Director. Decision of the Executive Director shall be final.
7. This Policy cannot be used for appeals against disciplinary action.