

EMPLOYEE GRIEVANCE POLICY

1. PURPOSE

The purpose of this policy is to provide employees with a structured process to voice their grievances, ensuring fair, consistent, and timely resolution of concerns related to the workplace. The policy aims to foster a positive work environment by addressing employee issues respectfully and transparently.

2. SCOPE

This policy applies to all employees, including full-time, part-time, contractual, and temporary staff. It covers grievances related to:

- Work conditions and environment
- Interpersonal conflicts
- Compensation and benefits
- Policies and procedures
- Discrimination, harassment, or any other unfair treatment

3. RESPONSIBILITIES

- Human Resources Team
- Head Of Department

4. PROCEDURES

4.1 Informal Resolution

- Employees are encouraged to discuss their grievance informally with their immediate supervisor or Manager. Many issues can be resolved at this stage through open communication.
- If the grievance involves the supervisor or Manager, the employee may approach the next level of management.

4.2 Formal Grievance

- If the issue is unresolved or the employee prefers formal action, a written grievance should be submitted to the HR Department using the **Employee Grievance Form (NGPP-HRAD-F022)**.

- The grievance should include details of the issue, date(s) of occurrence, parties involved, and any supporting evidence.

4.3 Acknowledgment and Investigation

- HR will acknowledge receipt of the grievance and assign an investigator, initiating an investigation if necessary, using the **Grievance Investigation Report Form (NGPP-HRAD-F023)**.
- The investigation may involve interviews with the complainant, respondent, and any witnesses, as well as a review of relevant documents.
- Confidentiality will be maintained to the extent possible.

4.4 Resolution

- Based on the investigation findings, HR and/or the appointed investigator will propose a resolution within **fourteen (14) working days** from the start of the investigation.
- The resolution will be communicated to the employee in writing, along with the rationale behind the decision.

4.5 Appeal

- If the employee is dissatisfied with the resolution, they may submit a formal appeal to a higher authority (e.g., Management) within three (3) working days of receiving the decision.
- The appeal process will involve a review of the original grievance and investigation, with a final decision provided within fourteen (14) working days.

4.6 Closure

- Once the grievance is resolved or the appeal process is complete, the case will be closed, and all records will be documented for future reference.

4.7 Additional Guidelines

- Retaliation against employees who raise grievances in good faith is strictly prohibited.
- Malicious or false complaints may lead to disciplinary action.

- Employees are encouraged to use this process before seeking external recourse.

4.8 Record Keeping

All grievance records will be kept confidential and stored securely. Only individuals directly involved will have access to grievance details.

5 POLICY REVIEW

This policy will be reviewed from time to time or as required to ensure it remains current and effective.

Approved by Executive Director
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