

EMPLOYEE GRIEVANCE POLICY

PURPOSE

The purpose of this Policy is to provide a mechanism for individual employees to raise a grievance arising from their employment. The Policy will also ensure that such grievances are dealt with promptly, fairly and in accordance with other related Policies of the Organization. This includes concerns from an employee about an action that has been taken and or an in-action, or a contemplated action in relation to them by a supervisor, another employee or from the Management.

This policy should be read in conjunction with other related Policy Documents such as the Code of Conduct. Any additional related Policies passed by the Organization will automatically become conjunct to this Policy.

SCOPE

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in this policy in an effort to seek an equitable solution.

For the purposes of this Policy, a 'grievance' is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the Employee thinks to be unfair, discriminatory, or unjustified.

The Policy will not cover matters of Employment that has a separate appeals process through other established Policies. The person should put the formal grievance in writing. Once the grievance is filed and a disciplinary action has begun for the same or related issue, no further action shall be taken with the grievance procedures while such disciplinary action is pending.

GUIDING PRINCIPLES

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- All employees should always try to resolve problems in the work place at the earliest possible opportunity and usually with the least possible formality.
- All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue for which a committee shall be formed.
- All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions or confirmation of those decisions.
- All employees should act consistently.

The grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly with respect while upholding confidentiality. Similarly the grievance committee will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the disciplinary/code of conduct Policy of the school.

The school also recognizes the diverse needs of the services provided as well as that of the workforce. Hence this Policy is aimed to provide a common platform that ensures the processes implemented under this Policy does not place any employee at a disadvantage over others.

TIME LIMITATIONS

This Policy applies to grievances filed once the Policy comes into effect. No grievance shall be heard unless it has been filed under the process of lodging within a week (7 days) after the act or the condition giving rise to the grievance.

GRIEVANCE COMMITTEE

The Grievance officer/Principal shall appoint a four (4) member Grievance Committee as per this Policy. This committee shall be for a period of at least one year. Individual members can be changed or new members can be appointed after a year ensuring that no member continue in the committee for more than 4 years.

In appointing members to the committee, gender representation and a cross section of different levels of competent staff shall be considered.

GRIEVANCE PROCEDURES

Developing and implementing a procedure for lodging and managing grievances shall be the responsibility of the Principal/HR and the committee. The school management shall be informed first on receiving any application for the redresses of the Grievance.

ROLES AND RESPONSIBILITIES

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out in this Policy.

In doing so, the Committee shall adhere to the following principles

- Take grievances seriously taking on board why the employee feels aggrieved, unhappy or dissatisfied,
- Investigate the facts and surrounding circumstances, and showing the employees that this been done thoroughly and sensitively,

- Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues,
- Provide feedback to the employee about what can, and cannot be done to resolve the grievance,
- Take necessary follow-up action

RECORDS

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The admin/HR department shall be the responsible for the filing and safekeeping of the records.

- The nature of the grievance
- Written grievance statement
- Action taken with reasons for it to be taken
- A written statement of the decisions

DECISIONS

The decisions of the Committee shall be final. However, the Grievance Procedure includes an appeal mechanism hereby. A grievant can raise further dissatisfaction with a decision of the Committee and approach the school management for resolving it or for further action. The Committee shall send to the grievant, a written statement of its decision within seven (07) days of completion of the process.

CONFIDENTIALITY

All members of the Grievance Committee and those assigned for record keeping, as well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.