

*The following is intended to be an example only. This example is a reference for insertion into an Employee Handbook or other relevant documentation.*

## 5.3 GRIEVANCES

### 5.3 Grievances

#### 5.3.1 Purpose

The grievance procedure provides a structured approach for staff and volunteers to raise concerns or complaints regarding their working conditions, treatment, or other issues related to their roles within the organization. It ensures that all grievances are addressed in a fair, timely, and consistent manner.

#### 5.3.2 Procedure

1. **Informal Resolution:** Staff and volunteers are encouraged to first attempt to resolve issues informally with their immediate supervisor or relevant authority. This step promotes direct communication and swift resolution.
  - **Documentation:** While informal, it is recommended to document the nature of the grievance and any attempts at resolution.
2. **Formal Grievance:** If the issue is not resolved informally, a formal grievance can be submitted in writing to the Human Resources department or designated person. The formal grievance should include:
  - A detailed description of the issue
  - The parties involved
  - Relevant dates and times
  - The desired resolution
3. **Review and Investigation:** The HR department or designated person will acknowledge receipt of the grievance within [insert number] days and conduct a thorough investigation. This may include:
  - Interviews with the complainant, the respondent, and any witnesses
  - Review of any relevant documents or evidence
4. **Decision:** Based on the investigation, a decision will be made and communicated to the complainant in writing within [insert number] days. The decision will detail the findings and any actions to be taken.
5. **Confidentiality:** All grievances will be handled with the utmost confidentiality to protect the privacy of all parties involved. Information will only be disclosed on a need-to-know basis.

## 5.4 APPEALS

### 5.4.1 Purpose

The appeals process allows staff and volunteers to request a review of disciplinary actions or grievance decisions they believe to be unfair or unjust. It ensures that all individuals have the opportunity to have their cases reconsidered.

### 5.4.2 Procedure

1. **Submission:** An appeal must be submitted in writing within 10 days of receiving the disciplinary action or grievance decision. The appeal should include:
  - The reasons for the appeal
  - Any new evidence or information that was not previously considered
  - The desired outcome of the appeal
2. **Review:** The appeal will be reviewed by a higher authority or appeals committee not involved in the original decision. This review will ensure impartiality.
3. **Hearing:** If necessary, a hearing will be scheduled within [insert number] days where the appellant can present their case. Both the appellant and the original decision-maker may provide additional information or clarification.
4. **Decision:** A written decision will be provided to the appellant within 15 days of the hearing or review. This decision will detail the findings and the final outcome. This decision is final and binding.
5. **Documentation:** All appeal documents and decisions will be maintained in the individual's personnel file to ensure a comprehensive record of the case.

## 5.5 Implementation and Training

All staff and volunteers will receive training on these procedures as part of their onboarding process and ongoing professional development. Supervisors are responsible for ensuring their teams understand and adhere to these policies. Regular training sessions and refresher courses will be conducted to keep everyone informed of any updates or changes.

## 5.6 Customization and Updates

This section is designed to be customized to fit the specific needs and structure of [Organization Name]. Regular reviews and updates will be conducted to ensure continued relevance and effectiveness. Any changes to these procedures will be communicated to all staff and volunteers in a timely manner.