



# Grievance Policy

## (GLO/HRM/001/30)

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

- **Communicate** informally with their direct supervisor. The supervisor will try to resolve the problem. When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them. In that case, they're advised to request an informal meeting. Supervisors should try to resolve any grievance as quickly as possible. When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
- If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. Sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
- Accommodate the procedure outlined below the HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:
  - Ask employee to fill out a grievance form
  - Talk with the employee to ensure the matter is understood completely
  - Provide the employee who faces allegations with a copy of the grievance
  - Organize mediation procedures (e.g. arranging a formal meeting)
  - Investigate the matter or ask the help of an investigator when needed
  - Keep employees informed throughout the process
  - Communicate the formal decision to all employees involved
  - Take actions to ensure the formal decision is adhered to
  - Deal with appeals by gathering more information and investigating further
  - Keep accurate records
- This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.