

QUALITY MANAGEMENT SYSTEM

E.5

TITLE: POLICY: GRIEVANCE

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Signatures	

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1. PURPOSE

- 1.1 The College would like to have devoted, happy, and satisfied personnel. Therefore, openness is encouraged, also in matters that are disturbing to the personnel.
- 1.2 As a grievance can prevent the employee from excelling and has a detrimental effect on employer/employee relationships, it is important for the employer to pay attention to any grievances in good time.
- 1.3 A grievance procedure creates formal channels for employees to bring their problems to Management's attention. It also ensures uniformity throughout the Company.

2. SCOPE

This policy is applicable to all employees on the payroll of the Hugenote Kollege.

3. REFERENCES

- The Basic Conditions of Employment Act - Act 75 of 1997
- The Labour Relations Act - Act 66 of 1995
- The Employment Equity Act - Act 55 of 1998

4. DEFINITIONS/ABBREVIATIONS

4.1 GRIEVANCE

A grievance is any objection, complaint or feeling of injustice which originates from the working situation, conditions of service or working relationships, and is serious enough to justify the attention of Management.

This, however, excludes all grievances in respect of disciplinary measures.

Therefore, a grievance is related to the work, and it can arise on account of the following:

- personal or individual problems which flow from the work itself or the physical working environment (reward, assault, supervision, facilities and so forth);
- the application of collective agreements (e.g., the scheduling of overtime); and
- unfair labour practices (wrongful dismissal, victimisation).

4.2 GRIEVANCE PROCEDURE

"Grievance procedure" - the procedure in terms of which grievances of employees are dealt with and which forms part of the conditions of service, as specified in the personnel policy.

5. RESPONSIBILITIES & AUTHORITY

The responsibility for the handling of grievances is the responsibility of the Executive Head.