

Our Grievance Policy & Procedure explains how employees can voice their complaints in a constructive way. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

mwmac Ltd encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

Scope

This policy refers to everyone in the company regardless of position or status.

Grievance Definition

mwmac Ltd defines grievance as any complaint, problem or concern that an employee may have regarding their workplace, job or co-worker relationships.

Employees can file grievances for any of the following reasons:

- Workplace harassment
- Health & Safety
- Behavior of a person in a supervisory position
- Adverse changes in employment conditions

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Employees who file grievances can:

- Reach out to their Manager or Director
- File a grievance form explaining the situation in detail
- Refuse to attend formal meetings on their own
- Appeal on any formal decision

Employees who face allegation have the right to:

- Receive a copy of the allegations against them
- Respond to the allegations
- Appeal on any formal decision

mwmac Ltd is obliged to:

- Have a formal grievance procedure in place
- Communicate the procedure
- Investigate all grievances promptly
- Treat all employees who file grievances equally
- Preserve confidentiality at any stage of the process
- Resolve all grievances when possible

Implements a no-retaliation policy when employees file grievances with the company or external agencies

Procedures

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:

1. Communicate informally with the Business Manager. The Business Manager will try to resolve the problem as quickly as possible. When they are unable to do so, they should refer to the Directors and cooperate with all other procedures.
2. If the grievance relates to a member of staff in a supervisory position employees should refer directly to the Directors.
3. Accommodate the procedure outlined below

The Business Manager and Directors should follow the procedure below:

1. Ask employee to fill out a grievance form
2. Talk with the employee to ensure the matter is understood completely
3. Provide the employee who face allegations with a copy of the grievance
4. Organise mediation procedures (i.e. arrange a formal meeting between parties)
5. Investigate the matter or ask the help of an investigator when needed
6. Keep employees informed throughout the process
7. Communicate the formal decision to all employees involved
8. Take actions to ensure the formal decision is adhered to
9. Deal with appeals by gathering more information and investigating further
10. Keep accurate records

This procedure may vary according to the nature of the grievance.

For example, if any employee is found guilty of racial discrimination, the company will begin disciplinary procedures.

See also, mwmac Ltd Disciplinary Procedure.

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