



DESIGNING AN EFFICIENT EMPLOYEE GRIEVANCE HANDLING POLICY

NEED FOR AN EMPLOYEE GRIEVANCE HANDLING POLICY AND PROCEDURE

- An employee grievance is a concern, problem or complaint, that an employee has about their work or job, the workplace, or someone they work with, (co-worker relationships) including management, and which an employee thinks to be unfair, discriminatory and unjustified.
- If not resolved on time, it can lead to serious issues like, lower employee morale, inefficiency, absenteeism, absconding, attrition, dissatisfaction etc.
- Presence of a prevailing employee grievance handling policy will ensure quick justice to employees while fostering a sense of pride and accountability in the employee's work and creating an environment of trust.



SOME LEADING CAUSES OF EMPLOYEE GRIEVANCES

- Undesirable working conditions
- Changes without prior notice
- Poor interpersonal relations
- Inadequate safety, health and welfare amenities
- Pay and benefits
- Workplace behaviour issues
- Lack of organizational discipline
- Work pressure/work load



AN EFFICIENT EMPLOYEE GRIEVANCE HANDLING POLICY NEEDS TO BE CREATED CONSIDERING THE FOLLOWING MAJOR ELEMENTS

- By identifying and defining different reasons for employee grievances. (How to find out or identify the reasons- direct observation, 1 to 1 conversation, group meetings, employee counseling, anonymous complaints, open door policy, opinion surveys, exit interviews etc.
- By formulating detailed procedures for handling different types of employee grievances.
- (The procedures may vary according to the nature of the grievances)
 - The point of contact (In case of an issue)
 - The detailed process and time limits for each action. (For example initially dealing the grievances informally before reporting it as a formal grievance.
 - In case of a formal grievance, (written – employee grievance form to be filled)
 - Formation of a grievance committee (How many members? Who will form this?)



AN EFFICIENT EMPLOYEE GRIEVANCE HANDLING POLICY NEEDS TO BE CREATED CONSIDERING THE FOLLOWING MAJOR ELEMENTS

- Investigation process
- Providing effective solution to the grievance
- Necessary follow up actions
- Record maintenance – whose responsibility? (HR Department)
- Final decision making and communication
- Appeal mechanism – in case of further dissatisfaction of an employee regarding any decision (for example if employees are not satisfied, it can either be mediated or escalated to the employment tribunal)
- Maintaining equality and confidentiality throughout the process.



WHILE CREATING THE POLICIES, THE FOLLOWING STRUCTURE NEEDS TO BE FOLLOWED:

- Purpose of the policy – why an organization should have this policy?
- Scope of the policy – whom it will apply to?
- Policy Statement – What this policy aims at in alignment to company's values and cultures
- Policy coverage – What major areas the policy aims to cover with regard to employee grievance handling?
- Procedure description – deciding and developing detailed procedures for all the major focus areas. (how a particular policy needs to be implemented)
- Consequences
- Terms and conditions (if any)
- References
- Amendments
- Policy administration (Approved by/responsibility)
- Policy creation date
- Policy revision date



PURPOSE AND SCOPE OF EMPLOYEE GRIEVANCE HANDLING POLICY

- **Purpose:** The purpose of the employee grievance handling policy is to provide a detailed mechanism for individual employees to raise a grievance arising from their employment. It also ensures that any such reported grievances are dealt with promptly, fairly and in accordance with other related policies of the organization.
- **Scope:** It applies to all the employees of the organization equally.
- **Policy Statement:** We at ABC Company believe that there should be a fair and unbiased grievance procedure to resolve employee's grievance issues. We encourage our employees to openly communicate their grievances to foster a supportive and pleasant workplace for everyone.



SUMMARY

- Why do we need an employee grievance handling policy?
- Leading causes of employee grievances
- Major elements to be considered while formulating the policy
- Structure of the Policy
- Purpose of the Policy



THANK YOU!