



HUMAN RESOURCE POLICY GRIEVANCES

Policy No: NLMHRER002	Effective Date: 01 April 2008
Approved:	Review Date: 01 April 2009

Notwithstanding the review date herein, this policy shall remain effective until such time as approved otherwise by Council and may be reviewed on an earlier date if necessary, subject to Labour Law Dispensation or operational requirements.

1. SCOPE

This policy applies to all permanent employees of Ngwathe (either collectively or individually).

2. PREAMBLE

To ensure that if a staff member or a group of staff members feel that they have been unfair or unjustly treated or are seriously dissatisfied with a condition of service, then they have the right to seek redress in order to deal with these situations fairly and speedily.

3. POLICY

A grievance is defined as “any feeling of injustice or dissatisfaction which arises out of the employer / employee relationship and which requires the attention of management”.

Ngwathe is committed to resolving any form of grievance as expeditiously as possible, and in the interests of both parties.

4. STAKEHOLDER ANALYSIS

Role	Responsibility
Municipal Manager / Director Corporate Services (subject to its delegations if any)	Responsible for attending to Step Three.
Line Manager / Direct Supervisor	Responsible for Step One and then to escalate the grievance to the Head Of Department who will handle Step Two. The Head of Department is responsible to escalate grievance to the Municipal Manager to handle Step Three.
Employee(s)	Responsible for raising grievance in writing and presenting grievance through the various steps.
Human Resources	Provide support and assistance to all stakeholders and to ensure that grievance follows correct channels.
Labour Representatives	May assist employees in lodging grievances and may assist in completing documentation. Responsible to assist employee in referring the grievance to the SALGBC for adjudication if internal steps have been exhausted and grievance still unresolved.

5. PROCEDURE

5.1 Step 1: Immediate Supervisor

5.1.1 An aggrieved employee or group must lodge in writing with his immediate superior a grievance on the prescribed form setting out the complaint and the result. Such an employee may, if he so wishes be assisted by a steward, fellow employee or union official.

5.1.2 The immediate superior shall endeavour, in consultation with the affected employee(s), to resolve the grievance within five (5) days of the grievance having been referred to him and shall inform the employee of the outcome in writing. Should the grievance concern the conduct of the employee's immediate superior, the employee may proceed directly to Step Two provided that he submits the grievance on the prescribed form.

5.2 Step 2: Head of Department

5.2.1 If a grievance has not been resolved to the satisfaction of the aggrieved employee or group of employees, the immediate superior shall refer the matter in writing within five (5) days to the Head of Department

5.2.2 The Head of Department shall arrange a meeting to consult and hold discussions with the affected parties. In an attempt to achieve a resolution, the employee may be assisted by a fellow employee, shop steward or union official at such a meeting and the immediate superior may also be required to attend.

5.2.3 The Head of Department or his nominee shall endeavour to resolve the grievance within five (5) days of the grievance being referred and shall inform the employee of the outcome in writing.

5.3 Step 3: Municipal Manager

5.3.1 If the grievance has not been resolved to the satisfaction of the aggrieved employee or group of employees, the Head of department shall refer to the Municipal Manager or his nominee within five (5) days in writing who shall hold an enquiry into the grievance, attended by the employee, his representative, and any other persons who, in the opinion of the Municipal Manager or his nominee should attend.

5.3.2 The Municipal Manager or his nominee shall hear details of the grievance including proposal to resolve the issue and shall endeavour to reach a decision within five (5) days.

5.3.3 The Municipal Manager shall inform the employee in writing of the outcome of the hearing as envisaged in 5.3.2 above, and such decision shall be final in terms of this procedure.

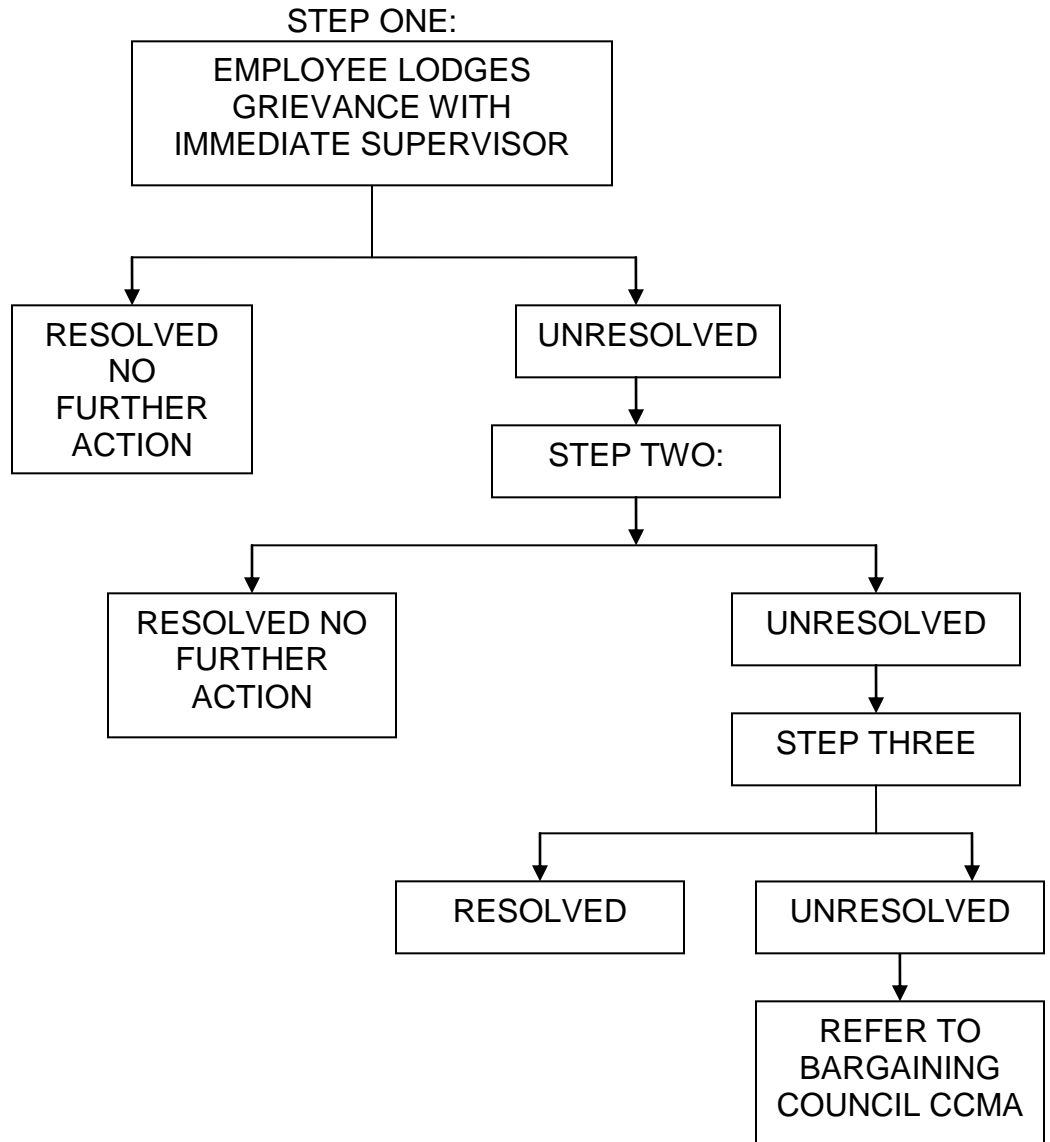
5.3.4 If the grievance has not been resolved to the satisfaction of the aggrieved party, that party may refer the grievance to the South African Local Government Bargaining Council for adjudication.

6. AUTHORITY

Formulation Policy	:	Municipal Manager
Authorisation Policy	:	Council
Ownership and Maintenance Manager	:	Director Corporate Services

ANNEXURE A

GRIEVANCE PROCEDURE:



TIME FRAMES

The following times frames should serve as a guideline for handling grievances:

ACTIVITY	RESPONSIBILITY	TIME
Lodge grievance with immediate supervisor	Employee, with assistance of shop steward, fellow employee or union official.	Within a reasonable period of grievance arising
Step One	Immediate Supervisor to consult with employee and to try and reach resolution. Advise employee of outcome in writing	Within 5 days of grievance being referred to him/her and to refer the matter to the Head of Department within 5 days after consultation with employee
Step Two	Head of Department	Within 5 days of matter being referred to arrange a meeting, consult and hold discussions with affected parties. Shall attempt to resolve grievance within 5 days of grievance being referred to him/her.
Step Three	Municipal Manager	Within 5 days of grievance being referred to him/her hold an enquiry into the grievance. Shall attempt to reach a decision within 5 days and shall advise employee in writing of outcome
Refer to SALGBC for adjudication	Employee with assistance of shop stewards, fellow employee or union official	Within 30 days of outcome being advised in writing