

## **STATEMENT**

PNE encourages employees to report their grievances. This procedure guides employees to raise issues with their supervisors, managers or with the HR department in a constructive way. Supervisors and managers, need to know any grievance which hinders an employee's work so that they can try to resolve it as soon as possible. If they cannot resolve it, the matter will be handed to the HR department.

## **SCOPE**

All employees of PNE, regardless of their gender, designation or length of service.

## **DEFINITION**

1. A grievance is defined as a formal written complaint raised by an employee. It is in the form of a letter and it must contain enough detail so that it helps the manager have a better understanding before an investigation is carried out.
2. Grievances can be related to, but not limited to, the following.
  - 2.1 Work environment
  - 2.2 Safety in the workplace
  - 2.3 Staff development or training
  - 2.4 Leave allocation
  - 2.5 Supervision methods
  - 2.6 Appraisal, promotion and transfers
  - 2.7 Salary and benefits
  - 2.8 Work relationships
  - 2.9 Work place harassment
  - 2.10 Sexual harassment

## **DETAILED PROCEDURE**

1. Employee should try to resolve grievances by having discussions with each other. If cannot resolve, they can raise the matter to their supervisor and seek an acceptable solution.
2. If still unresolved, the employee must report this grievance by writing a letter explaining the situation in detail.
3. All who report a grievance is treated equally.
4. The grievance report can be submitted to the department manager or to the Administration Manager. The recipient of this report must ensure that the employee fully understands and agrees to the details described in the report.
5. If an employee is sexually harassed by another employee or by a superior, this grievance should be reported to the Administration Manager.
6. The person the employee alleged against must be notified and given a copy of the report.
7. Once reported, a formal meeting will be called for.
8. There will be no retaliation.
9. The reported grievances are investigated promptly without delay. All stages of the investigation is treated with confidentiality. Throughout the duration of the investigation the employees will be updated, until a formal decision is reached.
10. Actions are taken to ensure that the employees must adhere to the final decision. The employees can make an appeal against the decision. If they do, the investigation is resumed in search of more evidence before a final formal decision is made.
11. Final decisions may result in disciplinary actions depending on the nature of the complaint.
12. Records will be maintained.