



GRIEVANCE PROCEDURE POLICY

Date
Approved: **15/12/2017**

Council
Resolution (DC
No): **DC C.5**

Date
Revived: **25/08/2020 (E.5)**

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1. Introduction

This procedure shall address all grievances excluding those grievances for which a specific or particular procedure is provided.

2. Legal Framework

- 1996 – The Labour Relations Act
- 1998 – The Basic Conditions of Employment Act
- SALGBC Main Collective Agreement 2015

3. Purpose of this Policy

The purpose of this procedure is to establish a common and uniform procedure for the management of grievances and to replace all existing procedures. It also serves to ensure fair play, to resolve problems as quickly as possible and to deal with conflict through procedural means.

4. Scope of this Policy

This policy must be observed by all employees of Garden Route District Municipality.

5. Policy

Each step of a grievance shall, except in exceptional circumstances, take place within ten (10) working days from the time the Employee first becomes aware of the matter that gave rise to such grievance.

5.1. Immediate Supervisor

5.1.1. An aggrieved Employee or group of employees must lodge in writing with his/her immediate supervisor a grievance on the prescribed form setting out the complaint and the desired result. Such an Employee may, if he/she so wishes be assisted by a shop steward, fellow employee or union representative.

5.1.2. The immediate supervisor shall through the Employee Relations Practitioner and in consultation with the affected Employee(s), endeavour to resolve the grievance within ten (10) ten working

days of the grievance having been referred to him/her and shall inform the Employee of the outcome in writing.

5.2. Head Of Department (HOD)

- 5.2.1. If a grievance has not been resolved to the satisfaction of the aggrieved Employee or group of employees, the immediate supervisor through the Employee Relations Practitioner shall refer the matter in writing within five (5) working days to the HOD.
- 5.2.2. The HOD and the Employee Relations Practitioner 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 supervisor may also be required to attend.
- 5.2.3. HOD or his/her nominee shall endeavour to resolve the grievance within ten (10) working days of the grievance being referred and shall inform the Employee of the outcome in writing.

5.3. Municipal Manager

- 5.3.1. If the grievance has not been resolved to the satisfaction of the aggrieved Employee or group of employees, the HOD and the Employee Relations Practitioner shall refer it to the Municipal Manager or his/her nominee who shall hold an enquiry into the grievance, attended by the Employee, his/her representative, if required and any other person(s) who, in the opinion of the Municipal Manager or his/her nominee should attend.
- 5.3.2. The Municipal Manager or his/her nominee shall hear details of the grievance including proposal(s) to resolve the issue and shall endeavour to reach a decision within ten (10) working days.
- 5.3.3. The Municipal Manager shall through the Employee Relations Practitioner inform the Employee in writing of the outcome of the hearing 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 Bargaining Council SALGBC or CCMA, whichever has jurisdiction for adjudication.

6. Policy Review

This policy will be reviewed annually as necessary.

7. Acknowledgement & Approval

On the minutes of the Council meeting that took place on 25 August 2020 (E.2) this Policy was approved.

THIS DOCUMENT WAS SIGNED ON THE _____ OF _____ 20 ____.

MUNICIPAL MANAGER

Union Representative (SAMWU)

Union Representative (IMATU)