



GRIEVANCE PROCEDURE AGREEMENT

Policy: Grievance procedure	Effective Date:
Approved: Collective agreement	Review Date: As per SALGBC

1. PREAMBLE

This procedure shall be deemed a condition of service.

The objective of this grievance procedure is to ensure fair play, to resolve problems as quickly as possible and to deal with conflict through procedural means

No employee shall suffer victimisation or occupational prejudice as a result of lodging a grievance.

This grievance procedure shall not apply in the event that a specific dispute resolution is catered for in this agreement.

2. PROCEDURE

2.1 STEP ONE: IMMEDIATE SUPERIOR

2.1.1 The lodging of a grievance shall, except in exceptional circumstances, take place within ten (10) days from the time the employee first becomes aware of the matter that gave rise to such grievance.

2.1.2 An aggrieved employee or group of employees must lodge in writing with his immediate superior a grievance on the prescribed form setting out the complaint and the desired result. Such an employee may, if he so wishes

be assisted by a shop steward, fellow employee or union official. **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.**

- 2.1.3 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.

2.2 STEP TWO: HEAD OF DEPARTMENT

- 2.2.1 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 **or his nominee.**
- 2.2.2 The Head of Department **or his nominee** 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.
- 2.2.3 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.

2.3 STEP THREE: MUNICIPAL MANAGER

- 2.3.1 If the grievance has not been resolved to the satisfaction of the aggrieved employee or group of employees, the Head of Department shall refer it 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, if required, and any other persons who, in the opinion of the Municipal Manager or his nominee should attend.
- 2.3.2 The Municipal Manager or his nominee shall hear details of the grievance including proposals to resolve the issue and shall endeavour to reach a decision within five (5) days.
- 2.3.3 The Municipal Manager shall **or his nominee shall** inform the employee in writing of the outcome of the hearing as envisaged in 2.3.2 above, and such decision shall be final in terms of this procedure.
- 2.3.4 **If the grievance is against the Municipal Manager, the aggrieved employee shall refer the grievance to the Office of the Speaker, which**

may either resolve the grievance itself or engage the services of an appropriate Senior Manager of another Municipality to resolve the grievance.

- 2.3.5 If the grievance has not been resolved to the satisfaction of the aggrieved party, **that** party may refer the grievance to the Council (SALGBC) for adjudication, **provided that a dispute has been declared.**

3. **AUTHORITY**

Formulation Policy	:	Director Corporate Services
Authorisation Policy	:	Council
Ownership & Maintenance Manager	:	Deputy Director : Corporate Services