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ADD: P.O. BOX 3547
POLOKWANE, 0700
REG NO: 2009/004805/07
VAT NO: 451 018 0344

NATIONAL NUMBER: 0861 379 542

WWW.EPX.CO.ZA

Subject:	Grievance Policy (HRP0002)
Compiled by:	CTL Group (Pty) Ltd
Authorised by:	Directors of E.P.X Courier Services
Implemented:	April 2021
Amended dates:	

GRIEVANCE POLICY:

(HRP0002)

1. INTRODUCTION:

- 1.1. A grievance is defined as any feeling of dissatisfaction and/ or unfair treatment arising from or related to a work practice or work situation which the employee brings to the attention of management.
- 1.2. It is common cause that even in well established, orderly operations, communications can, as a result of dissatisfaction, become ineffective and lacking in objectivity.
- 1.3. Management recognises this possibility but give an undertaking that they shall at all times attempt to ensure that employees are treated in such a manner as to promote the maintenance of fairness and equity.
- 1.4. The Company supports the necessity for a formal procedure by which employees can bring their dissatisfactions/unfair treatment to the attention of management without fear of victimisation and with the objection of expediting a mutually acceptable solution to the grievance.



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2. OBJECTIVE:

2.1. The objective of the Grievance Policy is:

2.1.1. To resolve internal disputes timeously, fair and consistently.

2.1.2. To promote and foster the development of ongoing harmonious working relationships.

3. PROCEDURE:

3.1. It should be noted that whilst this procedure may be used by individuals or group of employees, it is not intended that this procedure be utilised to highlight any problems emanating from disciplinary action taken. Please read in conjunction with the disciplinary code of conduct (flowchart).

3.2. From the date the aggrieved employee submitted his/her grievance form, the Company representative must meet with the employee within **3 working days**, dependent on the operational requirements of the business. The **outcome** may be issued as soon as possible, but not longer than **48 hours**.

3.3. An outcome of the internal grievance must be resolved within **10 working days** from the date of submission to the final outcome, should all the stages be utilized, dependent on the operational requirements of the business.

3.4. Any request for outside representation should be send to HR for review. Should the employee belong to a recognised union within the Company, that such application be noted on the grievance form.

3.5. The aggrieved employee will be informed by HR should the set timeline not be met due to circumstances not under the control of the Company.



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3.6. STAGES OF PROCEDURE:

3.6.1. Stage 1 – Immediate Supervisor

- 3.6.1.1. The aggrieved employee is required to complete the attached grievance form and provide his/her supervisor with a concise report regarding the unfair treatment/dissatisfaction experienced during working hours.
- 3.6.1.2. The supervisor is required to inform HR in writing immediately. The supervisor may proceed resolving this grievance, take minutes of the meeting and inform HR of the outcome reached. All outcomes must be cleared with HR and the Manager of the department.
- 3.6.1.3. Should the supervisor require assistance in resolving this grievance, that the direct line manager may assist.
- 3.6.1.4. In case the grievance remains unresolved, that the matter be referred to HR for urgent intervention together with the aggrieved direct line manager.

3.6.2. Stage 2 – Direct Line Manager

- 3.6.2.1. In case the aggrieved employee has an issue with his/her direct superior, that the same process be followed and referred straight to the manager of the department.
- 3.6.2.2. The manager may then attempt to resolve the dispute and inform HR immediately, providing HR with the meeting minutes and proposed outcome. All outcomes must be cleared with HR.



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3.6.2.3. Should the grievance remain unresolved, HR may intervene and attempt to resolve the dispute between the parties.

3.6.3. Stage 3 - Management

3.6.3.1. If the dispute remains unsuccessful, HR may consult with Top Management and provide the aggrieved with a written response with further applicable referrals should the outcome not be satisfactory.

3.6.3.2. Management may use its discretion to conduct another grievance meeting if required.

4. GROUP GRIEVANCES:

- 4.1. The above stages apply, however, one grievance form is required and not from every individual.
- 4.2. The group is required to provide a name list together with a detailed grievance form, listing the issues to be discussed.
- 4.3. Group grievances may preferably be chaired by Human Resources Department with the group's supervisor's and/ or manager's present.
- 4.4. HR may use its discretion whether such group grievance may be chaired externally, depending on the complexity and/ or nature of the issues.
- 4.5. Employee's may apply for external representation, however, the Company's policy explicitly allows for internal representation only.



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4.6. ALL grievance outcomes must be shared with HR and be filed for record keeping. The aggrieved party may have a copy of the final outcome for his/her records too.

4.7. Should the grievance remain unresolved, that the matter may be referred to the applicable bargaining council or CCMA for further assistance.

5. GENERAL:

5.1. Parties are however reminded that the purpose of this policy is to try to resolve all grievances internally and to consider and explore all avenues for resolution prior referring the matter externally.

5.2. Additionally, will ensure that the Company continues to promote and foster the development of ongoing harmonious working relationships.

ATTACHMENT:

Grievance Form.

