



# Form and Procedure

## GRIEVANCE FORM AND PROCEDURE

### 1. Introduction

It must be noted that the grievance procedure may not be used to address unfair labour practices, salary or wage issues, demands for other benefits, or as an appeal mechanism following a disciplinary hearing. The grievance procedure is the vehicle used by an employee when they have a grievance or complaint relating to their working conditions.

This may be that their supervisor is continually picking on them, or perhaps there is some conflict between the employee and the fellow worker, they feel unsafe and so on.

Whatever the case the employee should first bring their grievance to the notice of their supervisor, who must address the matter and try to solve it. If the supervisor cannot solve the problem than the supervisor must bring it to the attention of their line manager, who in turn must try to solve the problem by interviewing the employee and the supervisor together, to discuss the issue and see if some agreement or solution can be reached.

If the line manager cannot solve the problem, and any must referred to the HR department or to a director, who must attempt to resolve the issue. Should the issue not be resolved then the employee has the right to refer his or her grievance to the CCMA for assistance.

### 2. FORM

Name of Employee	
Department	
Immediate Superior	
Grievance submitted to	
Grievance submitted on	

#### 2.1 Statement of Grievance

(Specify the nature of the grievance, be specific)



**2.2 Settlement Sought**  
(Specify what should happen to resolve the grievance)

**2.3 Reason for Grievance not being resolved informally**  
(Describe why the grievance could not be resolved in an informal manner by the immediate superior)

Employee Aggrieved: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Representative: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Immediate Superior: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**For Office Use:**

Was the grievance raised with the immediate superior?	
Were attempts made to resolve the grievance informally?	
Has the grievance been submitted to the appropriate level of management?	
When was the grievance meeting held for closure?	