

AMALGAMATED SECURITY SERVICES LIMITED			
Doc. No. ASSL-HR-005	Issue Date: 1997-02-11	Rev. No. 006	Date: 2021-01-28
Issued By: Information Systems Coordinator		Authorized By: Executive Chairman/Chief Executive Officer	Page 1 of 7
GRIEVANCE HANDLING			

Approved: _____ Executive Chairman / Chief Executive Officer
<i>Signature</i> <i>Title</i>

Change Record

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005	2016-03-14	Chief Information and Research officer	Review update
006	2021-01-28	Chief Information and Research officer	5 year standard document review and update

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1. Purpose

The purpose of this procedure is to establish the processes involved in the recognition, notification and handling of employee grievances within Amalgamated Security Services Limited.

2. Scope

This procedure applies to all processes involved in grievance handling and must be strictly adhered to by all employees of Amalgamated Security Services Limited.

3. References

Industrial Relations Act - Laws of Trinidad and Tobago

4. Definitions

None

5. Responsibilities

All Managers, Supervisors, and other persons involved in the Quality Management System. All questions regarding the interpretation, implementation and administration of this procedure should be submitted to the Executive Chairman /Chief Executive Officer. All responsibilities, designations and authorities shall be in accordance with the Matrix of Authority.

6. Procedure

6.1 Identification and Establishment

6.1.1 During his/her tenure of employment, actions may be taken against an employee in one form or another, which may give rise to the belief whether real or perceived that he/she has a grievance. When this situation occurs the employee, has the right to file a claim of a grievance against the initiator of the actions.

6.1.2 A claim of grievance will not necessarily follow disciplinary actions only but may be due to any other actions against which the subject employee may be aggrieved.

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6.1.3 Management will consider in a fair and just manner all grievances lodged. No victimization of any employee who has lodged a grievance will be tolerated.

6.2 Notification

6.2.1 In many cases, disputes over the application or interpretation of Company Policy can be resolved through communications within the particular department or work area.

- a) As such the first step in the grievance process is a discussion between the employee and the supervisor.
- b) In this informal step the employee should promptly bring the matter to the attention of his/her immediate supervisor, explaining the nature of the problem and the relief sought.
- c) The supervisor should endeavor to resolve the issue within eight (8) hours of the grievance being raised.
- d) Where the immediate supervisor cannot resolve the issue he/she should report it to the next most senior person in line.
- e) Where a supervisor provides an oral response to the employee the Supervisor should prepare a written record of the response and forward that written record to the Human Resource Department for placement on the employee's file.

6.2.2 If the informal step above fails to resolve the grievance, the aggrieved employee will within two (2) working days notify the supervisor or initiator of the action of his/her intention to seek redress through the formal grievance procedures.

6.2.3 The aggrieved employee will submit his/her grievance claim in writing to the immediate supervisor within ninety-six (96) hours of the occurrence. The document must state clearly all facts leading up to the aggrieved actions.

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6.3 Resolution

- 6.3.1 It will be the responsibility of the receiving supervisor to address the matter notwithstanding the fact that he/she may have been the initiator of the acclaimed grief.
- 6.3.2 It is most important that the receiving supervisor does not ignore the employee’s claim be it raised by the employee or their representative. Failure to respond can give rise to issues at tribunals at a later date.
- 6.3.3 The supervisor will address the issue and respond to the claimant within forty-eight hours of receipt. If he/she is unable to do so either because of direct involvement or lack of expertise and experience, he/she will attach a forwarding minute to the document and pass it on to the next senior person in line. He/she will also advise the claimant of his/her actions.
- 6.3.3 The next senior person receiving the grievance document will be required to address the matter and reply to the claimant within three (3) days of receipt. If at this stage the matter remains unresolved it will be minuted and forwarded to the next senior in line, who at this point may be the Chief Security Officer/Head of Department.
- 6.3.4 If there is still no resolution the matter will then be forwarded to the Executive Chairman/Chief Executive Officer/designate, who will respond within seven (7) days. It will be anticipated that some type of satisfactory resolution will be obtained before or at this point.
- 6.4 Once the matter has been satisfactorily resolved at any intermediate level, there will be no further forwarding and action on the issue. The document will then be minuted as to the nature of the resolution.
 - 6.4.1 The aggrieved employee will be written confirming the resolution of the matter and its closure.
- 6.5 The employee will retain a copy of the original grievance correspondence for his/her own records.
 - 6.5.1 During each step of the process a record of the progress will be minuted to the original document by successive recipients. An attachment sheet may be used.

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- 6.5.2 If at any stage during the process the claimant is informed that the original document is lost or misplaced, the copy will be submitted to the person at which point the original claim should have reached, with a summary of the responses received up to that point.
- 6.5.3 The onus will be on the aggrieved employee to forward his claim in writing to the next senior person, if during the process he fails to obtain any response from the person to whom it was last addressed.
- 6.5.4 Upon closure of the matter the original claim with accompanying minutes will be filed in the appellant's personnel file as a record of the action steps and resolution.

6.4 *Matters to be aware of when handling grievances*

- 6.4.1 When dealing with an employee grievance, the Supervisor and/or Manager should be aware of and practice the following:
- Hold any grievance hearing in private without interruptions.
 - Where a grievance relates to the person's line manager, ensure that the employee can raise the grievance with someone else.
 - Listen carefully to the person's explanation of the problem and consider whether there is a deeper issue which might be the root cause of the grievance.
 - Listen to any conflicting points of view
 - Weigh up all evidence to see whether there is really an issue that needs to be addressed.
 - Decide what action to take, trying to balance fairness to the person without compromising the business or other employees.
 - Inform all concerned parties of the decision and the appeal process.
 - Keep the process as confidential as possible.

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6.4.2 If an employee raises a separate grievance during a disciplinary hearing, the first grievance should be dealt with before attending to the second grievance. If however resolution of the second grievance is required in order to resolve the first grievance then the hearing of the first grievance should be suspended until the second grievance is resolved.

6.5 Preparing for a Grievance Appeal

6.5.1 To prepare for a grievance or appeal hearing, the Head of Department/Divisional Manager should ensure the following:

- Deal with the appeal hearing promptly.
- Hold it at a reasonable time for the employee and give proper notice so that they can inform and consult representatives.
- Ensure that all relevant facts and documents is available for the hearing.
- Inform any witnesses or managers who may need to attend.
- Arrange for someone to take notes.
- Have another manager act as a witness to the proper conduct of the hearing.

6.5.2 At the appeal hearing, the manager should consider:

- The reasoning behind the appeal.
- Any new evidence since the earlier decision.

7. Related Documents

- [OPS-013] Handling Grievances by Members of the Public or Customers.
- [HR-FL005] Grievance Handling Flowchart
- [HR-P061] Grievance Policy

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