

POLICY 19

GRIEVANCE POLICY

1. INTRODUCTION AND PURPOSE

The purpose of this policy is to ensure any grievance felt by an employee, official or volunteer relating to their treatment can be resolved promptly and in a fair, impartial and confidential manner. Action must be taken within agreed timeframes and procedures, which could be either resolution at a workplace level through an informal procedure or as a formal procedure.

2. SCOPE

This policy covers the KLF National Headquarters and KLF committees, working groups, events and initiatives delivered directly by KLF, and may provide guidance to KLF Member Branches in the development of their own Counties policies.

3. WHAT IS A GRIEVANCE?

A grievance is a clear statement by an employee/ official, volunteer of a work related problem, concern or complaint which can include:

- A workplace communication or interpersonal conflict
- An occupational health and safety issue
- An allegation of discrimination, including harassment
- A question, dispute or difficulty concerning the interpretation, application, or operation of the employment contract or other agreement
- The interpretation and application of an employees job description and working conditions
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4. GRIEVANCE PROCEDURE FOR VOLUNTEERS

Informal Procedure

KLF believes in open and direct communication in working together and therefore anyone who feels aggrieved by any act or omission on the part of KLF or its staff or volunteers, official is encouraged to discuss the matter at the earliest opportunity with their line manager, Committee Chair person, National Headquarters or the President. KLF shall ensure that the individual during this process is not victimised nor discriminated against.

Formal Procedure

The grievance should initially be raised with the person in charge of the event/activity being participated in, or in the case of a Committee/Working Group then Chair person. Where a dispute lies with either of these positions the grievance can be taken to National Headquarters or the President. This person will record details of the grievance and make necessary arrangements for a hearing and any further investigation required. The hearing will take place within 10 working days of the receipt of the grievance, via teleconference, and a written reply will be given within seven working days of the hearing.

If the person initiating the grievance is dissatisfied with the outcome they must advise the President who will make arrangements for the NEC to appoint a small impartial interim Committee to review the grievance. The hearing will take place within 10 working days of the receipt of the appeal, via teleconference, and a written reply on the matters raised will be given within 5 working days of the hearing. The decision of this interim Committee will be final.

5. GRIEVANCE PROCEDURE FOR EMPLOYEES, OFFICIALS AND VOLUNTEERS

KLF's philosophy is that direct communication is the best method in working together and therefore any employee who feels aggrieved by any act or omission on the part of the Society or its managers is encouraged to discuss the matter at the earliest opportunity with their line manager. Should initial attempts to settle the problem not be successful, the employee then has the right to invoke the Grievance Procedure.

General principles relating to the procedure

KLF believes that all employees, Officials and volunteers have the right to express a grievance relating to their employment and that this is resolved quickly and fairly. In exercising this right the organisation shall ensure that the employee is not victimised nor discriminated against. The procedure is a staged process and at each stage the employee has the right to be accompanied by an advocate or another person to represent them.

Where a dispute lies with a member of staff directly involved in the grievance procedure then this person shall be excluded from arbitrating on the matter. In such case the grievance shall be taken to the President or other designated person. A record of each meeting will be kept and a copy given to the employee.

All dealings with the case shall remain confidential. Copies of correspondence and written records will be kept in the employee's file.

The Grievance Procedure does not apply to matters concerning:

- termination of employment
- disciplinary procedures

Informal Procedure

Employees, volunteers and officials are encouraged to talk to either the President or any member of the National Management Committee and resolve any grievance informally at the earliest opportunity. If in doubt about the formal procedure they should speak to the President.

Formal Procedure Stage 1

The grievance should be raised with the President or nominated individual. This person will record details of the grievance and make the necessary arrangements for a hearing and any further investigations required. The hearing will take place within 10 working days of the receipt of the grievance, via teleconference, and a written reply will be given within seven working days of the hearing.

Formal Procedure Stage 2

If the person initiating the grievance is dissatisfied with the outcome they can pursue the matter by initiating Stage 2. The Operations Manager will make arrangements for a panel comprising three members of the Commonwealth Management Committee and /or President to review the grievance. The hearing will take place within 10 working days of the receipt of the written grievance, via teleconference, and a written reply on the matters raised will be given within five working days of the hearing.

Formal Procedure Stage 3

In the event that the party initiating the grievance continues to feel that the matter has not been resolved satisfactorily they can initiate Stage 3 of the procedure. This stage will involve a panel as above, one of who will, if possible, be different from those involved in Stage 2. Timescales are as for Stage 2 and the decision of this panel will be final.

6. RESPONSIBILITIES

Employees/Volunteers and Officials

Are encouraged to take prompt action on concerns or grievances in accordance with this Policy.

Line Managers/Committee Chairs/National Headquarters

Are responsible for:

Are responsible for:

- Encouraging individuals to understand the procedure for resolving grievance
- Providing timely and confidential assistance to individuals to include:
 - o All of the above AND
 - o Advice on options
 - o Where practical and appropriate, attempting to resolve the issue through the informal process
 - o Advise on further action if informal procedure not achieved
 - o Follow-up and monitor when issues have been resolved
 - o Ensure the party involved is not victimised
 - o Keep records in accordance with the Policy

President

Is responsible for:

- All of the above AND
- A leadership role in demonstrating a commitment to the resolution of concerns and grievances
- Accountability for ensuring there is an effective, timely, impartial and just system for dealing with work related concerns and grievances

APPROVED BY KLF G.A 2012

REVIEWD ON MAY 2015

BY JOB KANIA

PRESIDENT-KENYA LIFESAVING FEDERATION