



Institute of Accounting and Commerce

Grievance Procedure for IAC Staff

1. Purpose and Scope

This Grievance Procedure shall apply to all staff members who are employed by the Institute of Accounting and Commerce (IAC), and are subject to review from time to time. This document should be read and applied in conjunction with the IAC's "Conditions of Service for Full Time Staff Member" and the "Disciplinary Code and Procedures," as well as within the broader context of the IAC Constitution.

2. Definition

A grievance is defined as a feeling of dissatisfaction or injustice directly arising out of the work situation or employment relationship between staff member / s and the Institute of Accounting and Commerce.

3. Objectives

The grievance procedure fulfills the following functions:

- 3.1 It ensures that complaints are effectively dealt with.
- 3.2 It creates the opportunity for upward communication from staff members.
- 3.3 It creates awareness of staff problems or problem areas which could be subjected to further investigation.
- 3.4 It prevents disputes from worsening.
- 3.5 It renders the disciplinary procedure more acceptable, since staffs also have a means of questioning management.

4. Rights of Staff Members

- 4.1 Staff members have the right to lodge grievances without any prejudice to their employment.
- 4.2. Grievances shall be resolved at the earliest possible stage and as quickly as possible.
- 4.3 Staff members are entitled to a representative from their work colleagues to assist them with their grievance.
- 4.4. Staff members have the right to an interpreter when required.
- 4.5. Grievance that occurs as a result of disciplinary action shall be dealt with in terms of the appeal procedure as set out in the disciplinary procedure.

5. Steps of Grievance Procedure

Step 1: Immediate Manager

The staff member verbally raises a complaint with his / her immediate manager. The manager must undertake to investigate the complaint and to furnish the staff member with his / her suggestion. The manager must endeavor to resolve the grievance as quickly as possible (within 3 working days). Where the manager's suggestion is unacceptable to the staff member, then step 2 of the grievance procedure becomes effective. Where the matter is resolved, it is the duty of the manager to ensure that the action agreed upon is implemented.

Step 2: CEO

Should the staff member find the manager's suggestions unacceptable, then he / she lodges – (with or without the assistance of a representative) – a formal written grievance for the attention of the CEO. The CEO will investigate the complaint with the staff member and his / her manager and records his / her findings within 4 working days. Where the matter is resolved, it is the duty of the CEO to ensure that the action agreed upon is implemented. Where the CEO's suggestion is unacceptable to the staff member, then step 3 becomes effective.

Step 3: IAC Board

Should the grievance remain unresolved and the staff member is dissatisfied, the written grievance together with a report from the CEO must be forwarded to the IAC Board. A representative from the IAC Board must convene a meeting within 7 working days to resolve the complaint. The staff member, (with or without the employee representative), his / her immediate manager, and the Head CEO must be present at the meeting. Those present at the meeting must then attempt to resolve the complaint and reach an amicable agreement.



GRIEVANCE FORM

Date: _____
Name of Complainant: _____
Immediate Manager: _____
Date on which grievance occurred: _____

Employee's Grievance: (Short description, only facts to be noted)

Settlement Desired:

Immediate Manager's Comments:

Employee's Signature

Date received by Manager:

Signed:

_____ **Manager**

Settlement Agreed Upon:

Signatures:

Employee: _____ **Date:** _____

For company: _____ **Date:** _____