

What to do when an employee makes a complaint

Employee should try to resolve the grievance as close to the source as possible

The matter still can't be resolved, the process continues and become formal

Formal grievance, the complainants must fully describe their grievance in writing

The person(s) against whom the grievance /complaint is made should be given full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues

If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and final decision