

# SOP: Appeals and Grievance Handling Procedures

This SOP details the **appeals and grievance handling procedures**, outlining the steps for lodging, reviewing, and resolving complaints or disputes within the organization. It includes guidelines for fair and transparent investigation, timely response, confidential handling, and clear communication to ensure that employees' concerns are addressed effectively and equitably, promoting a positive and respectful workplace environment.

## 1. Purpose

To provide a clear process for employees to appeal decisions or raise grievances and for the organization to address such matters promptly, fairly, and discreetly.

## 2. Scope

This procedure applies to all employees and covers all complaints or disputes related to workplace matters, including but not limited to: working conditions, interpersonal conflicts, disciplinary actions, and organizational policies.

## 3. Definitions

Term	Definition
Appeal	Request for reconsideration of a decision made by the organization.
Grievance	A formal complaint raised by an employee concerning workplace issues.
Complainant	The employee who raises the appeal or grievance.
Respondent	The individual or entity against whom the complaint is lodged.

## 4. Roles and Responsibilities

- **Employee:** Raise appeals or grievances in good faith and provide all relevant information.
- **Manager/Supervisor:** Receive and document complaints; support fair investigation.
- **HR Department:** Oversee process administration, ensure confidentiality, and facilitate resolution.
- **Appeals/Grievance Panel:** Review complex or escalated cases impartially and make final recommendations.

## 5. Procedure

- Lodging the Complaint:**
  - The employee submits a written appeal or grievance to their immediate supervisor or the HR Department.
  - The submission must include relevant facts, supporting evidence, and desired resolution.
- Acknowledgement:**
  - HR or the supervisor acknowledges receipt of the complaint within 3 business days and advises on next steps.
- Preliminary Review:**
  - A preliminary assessment is conducted to determine the appropriate handling and any immediate actions required.
- Investigation:**
  - An impartial investigator/interview panel gathers facts, interviews involved parties, and reviews evidence.
  - All parties are given an opportunity to present their perspective.
- Determination and Resolution:**
  - The findings are reviewed and a resolution is proposed within 10 business days of the initial complaint, where possible.
  - Outcomes may include mediation, corrective action, or policy changes.
- Communication of Outcome:**
  - The decision and rationale are communicated in writing to the complainant and respondent, ensuring confidentiality.
- Appeals Process:**
  - If dissatisfied, the employee may appeal the decision in writing within 7 days of the outcome notification.
  - An appeals panel reviews the case and issues a final decision within 10 business days.
- Records and Confidentiality:**
  - All records are securely maintained by HR in accordance with privacy policies.
  - Details are disclosed only on a need-to-know basis to protect involved parties.

## 6. Timeline Summary

Step	Timeframe
Acknowledgement	Within 3 business days
Investigation & Resolution	Within 10 business days
Appeal Submission	Within 7 business days of outcome
Appeal Review	Within 10 business days

## 7. Review and Continuous Improvement

HR will review this procedure annually and after each significant case to ensure its effectiveness and alignment with best practices.