

SOP: Appeals or Grievance Procedures for Evaluation Outcomes

This SOP details the **appeals or grievance procedures for evaluation outcomes**, outlining the steps for employees or stakeholders to formally challenge or express concerns regarding assessment results. It covers the submission of appeals, review processes, timelines, roles and responsibilities of the review committee, confidentiality measures, and communication of final decisions. The procedure aims to ensure fairness, transparency, and consistency in addressing disputes related to evaluation outcomes.

1. Purpose

To establish a clear, transparent, and fair process for employees or stakeholders who wish to appeal or raise grievances regarding the outcomes of evaluations or assessments.

2. Scope

This procedure applies to all employees and stakeholders who are subject to evaluation or assessment within the organization.

3. Definitions

- **Appeal:** A formal request to review and reconsider an evaluation outcome.
- **Grievance:** A formal expression of dissatisfaction or concern regarding evaluation procedures or results.

4. Procedure

1. **Submission of Appeal/Grievance**
 - The appellant must submit a written appeal or grievance within **10 business days** of receiving the evaluation outcome.
 - The submission must include the appellant's name, details of the evaluation, specific concerns, and any supporting evidence.
 - Submissions should be addressed to the HR Department or designated authority.
2. **Acknowledgement of Receipt**
 - The organization will acknowledge receipt of the appeal/grievance in writing within **3 business days**.
3. **Review Process**
 - A review committee, independent from the original evaluators, will be convened within **5 business days** of the appeal/grievance submission.
 - The committee will review all submitted materials, interview relevant parties, and consider additional evidence as necessary.
4. **Decision Making**
 - The committee will reach a decision within **10 business days** of initiating the review.
 - The decision may result in upholding, modifying, or overturning all or parts of the original evaluation outcome.
5. **Communication of Decision**
 - The final decision will be communicated to the appellant in writing, including the rationale behind the decision and any further steps if applicable.

5. Roles and Responsibilities

- **Appellant:** Submits the appeal/grievance with necessary documentation within the specified timeline.
- **HR Department/Designated Authority:** Receives and logs appeals, forms the review committee, and maintains records.
- **Review Committee:** Conducts an impartial review, maintains confidentiality, and makes a final recommendation/decision.

6. Confidentiality

All appeals and related documents will be kept confidential and only disclosed to those directly involved in the process, in accordance with organizational privacy policies.

7. Records

All records of appeals, committee deliberations, and decisions will be securely maintained by the HR Department for **5 years**, or as dictated by organizational policy.

8. Review of SOP

This SOP will be reviewed annually or upon significant policy changes to ensure continued fairness, transparency, and effectiveness.