

## **ANNEXURE “E”**

### **GRIEVANCE POLICY AND PROCEDURE**

1. The purpose of this policy is to provide management and employees with a framework within which grievances will be handled and to facilitate the resolution of employee grievances that may arise over employment-related issues as informally and effectively as possible and without the unnecessary escalation of disputes.
2. A grievance is a complaint or concern that an employee (the complainant) may have in relation to the conduct of a manager or another employee towards the complainant or a working condition, issue or incident that has taken place or persists in the workplace.
3. Employees are entitled to raise grievances without fear of victimisation.
4. Employees may be assisted in grievance proceedings by a co-employee or trade union official (if applicable) if they wish.
5. The company undertakes to investigate grievances without undue delay and to take reasonable steps to resolve grievances.
6. Grievances should be raised in writing by completing a grievance form (see attached). The employee should state as clearly and concisely as possible what the issue is and the desired outcome/solution.
7. Grievances should be raised as soon as possible and at the lowest level possible in the circumstances and shouldn't be escalated unnecessarily. However, if they can't be resolved at a lower level they may be taken to a higher level.
8. In the first instance a grievance should be raised with the complainant's immediate manager, unless the issue concerns the manager.
9. A grievance can be raised with the Human Resources Manager if the complainant has a reason to feel uncomfortable about raising it with line management.
10. If investigation of a grievance reveals a need to take disciplinary action against one or more employees, then this action will be taken in terms of the company's disciplinary procedure.
11. The final level to which a grievance can be taken internally is to the COO of Aegis Media South Africa Pty Ltd.
12. If a grievance remains unresolved after being taken to the highest possible internal level, the complainant may refer a dispute to the CCMA in accordance with the provisions of the Labour Relations Act.

## GRIEVANCE FORM

Date:

Division:

Employee name:

Job title:

Department:

Name of manager:

Description of grievance:

(Add pages if necessary)

What is required to resolve the grievance:

Signature of employee:

Signature of representative (if applicable):

Outcome of grievance:

Date:

Signature of manager: