

ACTION FOR HEALTH, EDUCATION AND DEVELOPMENT (AHEAD)

GRIEVANCE PROCEDURES

Stage 1 -Submission of Grievance

If you feel aggrieved on any matter affecting your employment, you should discuss the problem with the Project Co-ordinator, making it clear that you are invoking the Grievance Procedure. The Project Co-ordinator will attempt to resolve the issue, consulting where necessary members of the Management Committee. She/he should, however, reply to the grievance as soon as possible, and in any case within five working days from the time the grievance was first raised.

Stage 2

If you are not satisfied with the reply from the Project Co-ordinator or have not received a reply within five working days, you may request a meeting with the Chairperson.

On receipt of such a request the Chairperson shall make arrangements to hear the grievance. It is the responsibility of the Project Co-ordinator to make arrangements for the grievance to be heard within 15 working days of the grievance being raised with the Chairperson. The decision of the Chairperson shall be given to you not later than 15 working days from the complaint being heard by him/her.

Reference to the Chairperson shall be the final stage of the grievance procedure and his/her decision shall be final.

If the subject of your grievance is the Project Co-ordinator, you may raise the matter directly with the Chairperson of the Management Committee who will hear your complaint within 15 working days. His/her decision will be final.

You may be accompanied by a trade union representative or fellow employee of your choice during any stage of the grievance procedure but you are not allowed legal representation.