



Amdalah Africa Foundation- AMDAF
CLG
Charity

Company Number 652991
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GRIEVANCE PROCEDURE POLICY

As approved and adopted by the Board

Grievance Procedure Policy

Policy Name	Grievance Policy
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Administrator Responsible	Grievance Officer/HR
Administrator Contact Information	Info.amdaf@gmail.com
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Directorate:	Human Resources	Approved by Management	Board

1. Purpose

The purpose of this Grievance Procedure Policy is to provide a clear and fair process for employees, volunteers, and stakeholders of the Amdalah Africa Foundation - AMDAF to raise and resolve concerns, complaints, or grievances related to their work environment, treatment, or any aspect of their involvement with the organisation.

2. Scope

This policy applies to all employees, volunteers, and stakeholders of AMDAF. It covers grievances related to workplace issues, including but not limited to discrimination, harassment, working conditions, and interpersonal conflicts, they can file a grievance with the company they work for. This is a formal complaint procedure that generally has rules that the investigator must follow. This policy ensures a structured and fair approach to addressing grievances within AMDAF, promoting a positive and respectful work environment.

3. Definition of Terms

- **Grievance:** A formal complaint raised by an employee, volunteer, or stakeholder regarding any aspect of their work environment or treatment within AMDAF.
- **Complainant:** The individual who raises a grievance.
- **Respondent:** The individual(s) against whom the grievance is raised.
- **Grievance Officer:** The designated individual responsible for handling and resolving grievances.

- **Mediation:** A voluntary and confidential process in which a neutral third party assists the complainant and respondent in resolving their conflict.
- **Resolution:** The agreed-upon outcome of the grievance process aimed at addressing the complainant's concerns.

4. Responsibilities

- **Grievance Officer:** Manages the grievance process, ensures confidentiality, and facilitates resolution.
- **Department Heads:** Support the grievance process and cooperate with investigations.
- **Human Resources Department:** Provides guidance on the grievance process and maintains records of grievances and resolutions.

5. Procedure Steps

5.1 Informal Resolution

- Employees, volunteers, or stakeholders are encouraged to address grievances informally by discussing their concerns with the person involved or their immediate supervisor.
- If the issue is not resolved informally, the complainant may proceed with the formal grievance process.

5.2 Formal Grievance Submission

- The complainant submits a formal written grievance to the Grievance Officer, detailing the nature of the grievance, the parties involved, and any relevant evidence.
- The Grievance Officer acknowledges receipt of the grievance within five working days.

5.3 Initial Assessment

- The Grievance Officer conducts an initial assessment to determine the validity of the grievance and whether it falls within the scope of this policy.
- If the grievance is deemed valid, the Grievance Officer notifies the respondent and commences a formal investigation.

5.4 Investigation

- The Grievance Officer conducts a thorough and impartial investigation, which may include interviews with the complainant, respondent, and any witnesses, as well as a review of relevant documents.
- The investigation should be completed within 30 working days of the grievance submission.

5.5 Timeline

This is heavily dependent on the situation at hand. When the complaint is something complicated or with a long history, it may take months to resolve a concern. A grievance filed over a one-time incident can be resolved within a matter of hours.

5.6 Mediation

- If deemed appropriate, the Grievance Officer may recommend mediation to resolve the grievance. Participation in mediation is voluntary for both parties.
- A trained mediator facilitates the mediation process, aiming to reach a mutually acceptable resolution.

5.7 Resolution and Decision

- Upon completing the investigation, the Grievance Officer documents the findings and recommends a resolution.
- The resolution may include corrective actions, disciplinary measures, or changes to policies or procedures.
- The Grievance Officer communicates the resolution to the complainant and respondent in writing.

5.8 Appeal

- If the complainant or respondent is dissatisfied with the resolution, they may appeal the decision in writing to the Executive Director within ten working days of receiving the resolution.
- The Executive Director reviews the appeal, conducts any further investigation if necessary, and makes a final decision within 20 working days.
- The final decision is communicated in writing to both parties and is binding.

6. Documentation

All grievance-related documentation, including the initial grievance, investigation records, mediation notes, and resolution, must be maintained confidentially by the Human Resources Department for a minimum of five years.

7. Amendment and Review

This Grievance Procedure Policy will be reviewed annually by AMDAF, or as needed, to reflect changes in regulatory requirements or organisational practices.