



FAWE LIBERIA GRIEVANCE POLICY AND PROCEDURE

Introduction

The success of FAWE Liberia is significantly determined by the contribution of its human resources. The Human Resource Policy Manual sets out the guidelines designed to attract and retain the most talented, competent and engaged people, and is a key reference document to enable the human resource to drive FAWE Liberia to achieve its vision and mission.

Further, the Human Resource Manual contains various policies that would ensure efficient implementation of its programmes, outlines the code of conduct of its staff and guides on compliance with National and International Standards of operation. FAWE Liberia policies include: Disciplinary Policy, Whistle Blower, Anti-Fraud, Health and Safety Policy, Staff Welfare Policy and Sexual Harassment Policy.

1 GRIEVANCE PROCEDURE AND POLICY

1.1 Policy Definition

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of FAWE Liberia. The aggrieved employee has the right to be represented by a work colleague.

1.2 Policy Objective

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve FAWE's employees. Seven (7) days have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with: i. Dismissal or disciplinary matters which are dealt with in a separate procedure. ii. Disputes, which are of a collective nature.

1.3 Procedure

1.3.1 General The procedure will be initiated by the employee with a grievance (any issue that causes discomfort in their employment). An employee is entitled to seek the advice of their Team Leader or the Human Resources Department, at any stage in the operation of this procedure. Employees have the right to take a grievance to all stages of this procedure. Grievances should be solved in a maximum of Seven (7) working days from when reported. This time limit may be extended only with the agreement of both parties.

1.3.2 Informal Procedure Employees are encouraged to resolve any discomfort with the colleague causing the problem. This can be done by inviting the colleague to a discussion and make attempts to resolve the issue at hand or informing their team leader to intervene and resolve the discomfort as soon as possible.

1.3.3 Formal Procedure i. When informal procedure has failed, an employee will submit details of the grievance to the immediate Team Leader in writing, who will consider, investigate and take the necessary steps to resolve the matter. A copy will be sent to the Human Resource department.

ii. If required, a meeting will be convened by the Team Leader with the employee, and the HR representative. Where the grievance is against the team leader, then the written complaint will be submitted to the next level of supervision. The employee has the right to be accompanied by a fellow employee of their choice. Efforts will be made to resolve the matter within Seven (7) working days and a reply to the employee in writing.

iii. In case investigations need to be done, an independent and senior staff will be assigned to do the investigation and give a report. The aggrieved party or their representative and the reported party will be given the opportunity to clarify any matter or question with the Investigator.

iv. Witnesses can also be invited to the grievance hearing and or consulted during investigations.

1.3.4 Appeal i. If the employee is dissatisfied with the decision made by their Team Leader, or the Team Leader has not made a decision within the time limit, the employee has the right to appeal to a member of management who is more senior than the one who initially heard the grievance.

FAWE Liberia will partner with institution that offer counselling services to provide support to survivors of sexual harassment and/or were funded under an organization programme, directly support the survivors.

Exceptions, Review, and Approval

- Exceptions: Written approval by Executive Director or Board.
- Review: Annually or on significant changes.

Review by:

Executive Director: _____

Hon. Millias Z. Sheriff

Date: _____

07/07/20

Approved by:

Chairperson, Board of Directors: _____

Atty. Evelyn F. Barry

Date: _____

07/07/2020

