

# **FIRST IMROOZ MODARABA**

## **EMPLOYEE GRIEVANCE RESOLUTION POLICY**

### **I. OBJECTIVE**

The purpose of this policy is to provide guidance and establish procedures for managing the Modaraba's grievance process. The procedures provide standards for the prompt and equitable resolution of grievances at the lowest possible level within the organization.

### **II. GROUP GRIEVANCE MANAGER**

Group Chief Human Resource Officer (Imrooz - GCHRO) will be the Grievance Manager. The Grievance Manager is the contact for all employees of the Modaraba and provides direction regarding the grievance process.

### **III. GRIEVANCE RESOLUTION PROCESS**

Grievance resolution process consists of three steps:

- (1) Informal discussion between the employee and the immediate supervisor.
- (2) The formal grievance, and
- (3) Internal appeal.

Grievances should be promptly and informally resolved at the lowest possible level of supervision and in a manner least disruptive to the work place.

#### **Step One – Informal Discussion**

GCHRO will conduct an informal discussion with employee and his immediate supervisor for the resolution of grievance.

#### **Step Two – Formal Grievance**

If the grievance is not resolved, statement of grievance is to be prepared by immediate supervisor and employee

The statement of grievance must describe the cause of the grievance and other descriptive information, such as date and place of the occurrence or date the employee became aware of the matter; names of those involved or having knowledge of the matter; laws, rules, or policies violated; description of the actions taken to resolve the complaint informally; and proposed remedy.

The GCHRO will investigate the grievance, conduct a face-to-face meeting or telephone conversation with the grievant and render a decision.

### **Step Three – Internal Appeal Process**

If the employee does not agree with the grievance decision of his supervisor in Step Two, the employee may appeal against the final resolution of the GCHRO to the group directors.

#### **IV. APPEAL BEFORE DIRECTORS**

The Directors, in their discretion, may peruse the record, call the parties for the hearing and decide the matter in the light of their observation and consideration.

The decision of the directors in the matter shall be the final.

APPROVED AND ADOPTED