

Grievance Policy and Procedure

Our organization is committed to a fair, transparent, and confidential grievance handling process—aligned with South Sudan’s Labour Act, 2017 and international best practices.

Scope

Applies to all employees, covering workplace grievances related to behavior, working conditions, unfair treatment, discrimination, harassment, or policy violations.

Grievance Steps:

1. **Informal Resolution**
 - Encourage early, informal resolution via direct dialogue with line manager or HR.
 - Offer mediation if requested.
2. **Formal Grievance Submission**
 - Employee completes a written grievance form, detailing the issue, dates, involved parties, and desired outcome.
 - HR acknowledges receipt within [e.g., 3 working days].
3. **Grievance Meeting**
 - Conduct a meeting within [e.g., 7 working days] with HR and relevant managers.
 - Include a note-taker; allow employee to be accompanied.
 - Document the discussion, outcomes, and commitments.
4. **Investigation (if needed)**
 - HR leads investigation using impartial methods: interviews, document review.
 - Maintain confidentiality and safety for all parties.
5. **Outcome and Decision**
 - Communicate findings and decisions in writing within [e.g., 7 working days]:
 - Grievance upheld: corrective actions set
 - Not upheld: provide clear rationale
 - Partial resolutions: propose next steps
6. **Appeal Process**
 - Provide a clear window (e.g., 7 working days) for appeal.
 - Appeal should progress to a senior manager or designated panel.
 - Conduct appeal hearing and communicate the decision in writing.
7. **Escalation to External Authorities**



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If internal resolution fails, parties may escalate through:

- Ministry of Labour conciliation or arbitration [City Reviews Rivermate](#)
- Labour Court or applicable judicial body [Generis Online Rivermate](#)

Monitoring and Reporting

- Maintain a grievance log, review trends, and ensure transparent tracking of progress.

Protection Against Retaliation

- No intentional retaliation allowed against anyone filing a grievance in good faith. Violations may result in disciplinary action.

Communication

- Share this policy during onboarding, and post in accessible areas for awareness and transparency