

# Grievance Policy

## Introduction:

Grievances may be real or imagined, but in either case, it is essential that the grievance is brought to light, discussed and the matter resolved to the satisfaction of all concerned. Failure to do so will only result in the grievance becoming a worsening source of conflict and eventually ending in a far more serious problem.

MTL regards it important that all its employees will have sufficient knowledge of such procedure and easy access to it. To this effect MTL has formulated a grievance procedure, which has as its main objective the speedy resolution of shop floor grievances and thereby eliminating possible and unnecessary causes of conflict.

## Objectives:

- The Grievance Procedure is aimed at resolving work related grievances within MTL as fairly and as swiftly as possible. Grievances are feelings of injustice or dissatisfaction affecting an employee.
- This Procedure is not used for appeals against disciplinary action. Such are to be carried out in accordance with Disciplinary and Appeal Procedure and Code.
- This Procedure is neither used for the resolution of collective grievances related to wages or salaries as these form part of the collective bargaining system.
- Employees may lodge grievances without fear of victimization.
- Grievances should be resolved at the lowest possible level within MTL.
- Employees lodging grievances have the right to be represented by fellow employee of his/her choice.
- Records will be kept of all statements and decisions.
- Any Team Member acting as a witness has the right to be accompanied by a representative of his/her choice.

## Procedure and Guideline:

The Grievance Procedure will be implemented as follows:

### Step 1 - Immediate Superior

- In step 1 the employee must discuss his grievance with his immediate superior or the latter's superior in the event of a grievance against an immediate superior.
- The superior must endeavor to solve the problem within two (2) working days and inform the employee.
- Should the employee not be satisfied with the outcome; he may proceed to Step 2.

## **Step 2 - Department Manager**

- The employee completes a grievance form with all relevant details. (See Appendix 9). He may be assisted by the Human Resources Officer in completing the form. The form is handed to the Department Manager.
- The Department Manager shall endeavor to solve the problem within two (2) working days and inform the employee.
- Should the employee not be satisfied with the outcome; he may proceed to step 3.

## **Step 3 - Grievance Hearing**

- The matter is referred to the Head of the plant / Head of the HR by handing him the grievance form together with any other further relevant written information.
- The Head of the plant / Head of the HR shall convene a grievance hearing and attempt to resolve the matter within a period of ten (10) working days. His decision shall be final.

## **Procedure to be followed by a Group of Employees**

If a grievance to be raised affects not one employee, but a group then a spokesman for the Group, accompanied (if he so wishes) by a delegation of not more than ten (10) of the employees concerned, should proceed with Step 2 as for an individual grievance.