



dlg&hs

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Local Government & Human Settlements
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

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HUMAN RESOURCE MANAGEMENT

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GUIDELINES ON MANAGEMENT OF GRIEVANCES 2014/2015

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1. PURPOSE

- The purpose of this document is to determine procedure when dealing with Grievances within the Department.
- To establish uniform standards when dealing with grievance cases.

2. SCOPE OF APPLICATION

These guidelines apply to the employees of the Department of Local Government and Human Settlements.

3. LEGISLATIVE FRAMEWORK

- Constitution of the Republic of South Africa , Act 108 of 1996
- Public Service Amendment Act 30 2007,
- Basic Conditions of Employment Amendment Act, 20 of 2013
- Labour Relations Amended Act 6 of 2014
- Public Service Coordinating Bargaining Council, Resolution 14 of 2002.

4. DEFINITION

Grievance means a dissatisfaction regarding an official act or omission by the employer which adversely affects an employment relationship, excluding an alleged unfair dismissal.

5. PRINCIPLES

- 5.1 The Department shall ensure that all grievances are dealt with in a fair, impartial and unbiased manner.
- 5.2 No employee will be victimized or prejudiced, directly or indirectly as a result of lodging a grievance.
- 5.3 If disciplinary action is being taken against an employee, utilization of the grievance procedure shall not halt / stop the disciplinary procedure.

5.4 These guidelines do not seek to replace or reduce Resolution 14 of 2002 which must be observed at all times.

6. GUIDELINES FOR DEALING WITH GRIEVANCES

6.1 An employee may lodge a grievance in writing within 90 days from the date she/he became aware of the official act or omission.

6.2 Grievance Forms must be completed and submitted to Labour Relations Unit, which is the designated grievance resolution office, through the Human Resource Directorate.

6.3 The Labour Relations Unit will investigate the grievance and make recommendations to the Head of Department within 30 days.

6.4 Depending on the nature / complexity of the grievance, the Labour Relations Officer may in writing seek consent from the employee to extend the time frame of the investigation.

6.5 An employee may be assisted by a Trade Union representative.

6.6 Upon approval of the recommendations an employee will be informed of the outcome in writing.

6.7 If the aggrieved employee is informed of the outcome of the grievance and remains dissatisfied he/she may:

- Refer his/her grievance to Public Service Commission
- Refer a dispute with the relevant dispute resolution structures.

6.8 If the grievance constitutes an alleged unfair labour practice, the employee may refer a Dispute to the General Public Service Sectoral Bargaining Council as per the provisions of the Labour Relations Act, 66 of 1995 as amended.

7. REVIEW

7.1 The guidelines are subject to be reviewed on an annual basis.

8. RECOMMENDATIONS/APPROVAL

Recommended by:



MR TB KOLA

ACTING DIRECTOR: HUMAN RESOURCE MANAGEMENT

18/6/2015
DATE

Supported by:



MS R MOHLABATI

CHAIRPERSON: DCC

12/06/15
DATE

Approved by:



MR M MAGWETYANA

ACTING HEAD OF DEPARTMENT

26/06/2015
DATE