

Guidelines for Service Providers and Employers

Creating a Grievance Form for workers to raise their grievances and concerns is an important part of fair recruitment practices. Here are some guidelines for service providers and employers to follow when creating such a form:

- **Keep the form simple:** The grievance form should be simple and easy to understand, and it should not be overly complicated. The form should be written in clear and concise language so that workers can easily understand what they are required to do.
- **Provide clear instructions:** The form should include clear instructions on how to fill it out and what information is required. Workers should know where to submit the form and who to contact if they have any questions.
- **Include multiple ways to submit the form:** Provide multiple ways for workers to submit the form, including online, email, or in person. This ensures that workers have a variety of options and can submit the form in a way that is most convenient for them.
- **Ensure confidentiality:** The form should include a statement on confidentiality and assure workers that their information will be kept confidential. Workers should feel comfortable raising their grievances and concerns without fear of retaliation.
- **Allow for anonymity:** The form should provide an option for workers to submit their grievances and concerns anonymously. This can help workers feel more comfortable raising concerns, particularly if they fear retaliation.
- **Provide a response time:** The form should include a response time for when workers can expect to hear back from the employer or service provider. This provides transparency and reassurance to the workers that their concerns will be addressed in a timely manner.
- **Include a follow-up process:** The form should include a follow-up process to ensure that the worker's grievance or concern has been addressed and resolved. This can include a feedback mechanism or a check-in to ensure that the worker is satisfied with the outcome.

By following these guidelines, employers and service providers can create a Formal Grievance Form that is transparent, accessible, and fair, allowing workers to raise their grievances and concerns with confidence.

Grievance Procedure

A grievance is defined as an act, omission, or occurrence which an employee feels constitutes an injustice and can be established on factual information. It may relate to any condition arising out of the relationship between an employer and an employee, including but not limited to, compensation, working hours, working conditions, and welfare in an organization of employees. It does not include position allocation, involuntary transfers, dismissals, demotions, or suspensions.

Instructions for the employee submitting a grievance:

1. While filing a formal grievance please ensure all the information requested on the grievance form is filled out. While describing the grievance please include the names of other persons involved in the act or occurrence,

2. The steps in grievance procedures are as follows:

Step1: File with [Supervisor/Accommodation In-Charge/Other relevant personnel]. If not resolved within 3 working days, take the next step.

Step2: File with [worker welfare officer] - if not resolved within 3 working days take the next step.

Step3: File with HR department- If not resolved within 2 working days of receipt of request, the HR/Management shall render a decision.

Step4: If a grievance is not resolved within 2 working days of submission of request to the HR department contact the [Designated Personnel from the company] at the contact number/email provided.

Step5: If the company management fails to resolve the grievance of the worker after appropriate procedure is followed the worker has the right to approach relevant governmental authority with a copy of the grievance form. [Details of the toll-free authority grievance number].

Grievance Form

Dear Workers,

We understand that there may be times when you have concerns or grievances about your employment. As an employer, we take these concerns seriously and want to provide you with a way to raise these issues in a safe and confidential manner. To this end, we have created a Grievance Form that you can use to raise any concerns or grievances that you may have.

This form is designed to be simple and easy to use, with clear instructions on how to fill it out and what information is required. It can be submitted in multiple ways to ensure that you can submit it in a way that is most convenient for you. We have also included options for anonymity and confidentiality to ensure that you feel comfortable raising your concerns without fear of retaliation.

We recognise that addressing your grievances or concerns in a timely and transparent manner is important to maintaining a healthy and respectful working environment. Therefore, we have included a response time and a follow-up process to ensure that your concerns are addressed and resolved to your satisfaction.

We encourage you to use this Grievance Form to raise any concerns or grievances you may have. We are committed to ensuring that our recruitment practices are fair, ethical, and transparent, and we are dedicated to addressing any issues that may arise.

Sincerely,

[Company Representative (possibly head of HR)]

Follow Up: <i>(To be filled by Company)</i>	
Remediation Assigned to:	Target Closure Date:
Grievant: File a copy of this form with either the accommodation in-charge or retain a copy for filing at the next step or steps (see instructions on next page for a description of who to file with for steps 1 through 5) if necessary. If you do not receive a response within 7 working days, please proceed to the next step.	