

**WACC POLICY**

**GRIEVANCE RESOLUTION**

*Approved by the Board of Directors*

*September 2021*

**General (Employee related)**

1. It is in the interests of WACC and its employees to have a procedure to resolve all issues arising between employees and management or between individual employees as quickly as possible.
2. Any employee with a grievance relating to his or her employment should follow the steps outlined below.

**External Grievances**

3. It is in the interests of WACC to have procedures to resolve all issues arising between contracted personnel, partner organizations and the communities that WACC works with. Therefore, this Policy is to be read in conjunction with the Code of Conduct in relation to Safeguarding / Sexual Exploitation and Abuse Policy with regard to external grievances.

**Procedure**

4. It is in everyone's best interest to ensure that grievances are dealt with quickly and fairly and at the lowest level possible within WACC at which the matter can be resolved.
5. Where possible most grievances are best resolved informally and in discussion. Therefore, in the first instance, it is preferable for the employee to raise the matter with his or her supervisor, who will try to resolve the issue in question.
6. If the grievance is with the employee's supervisor, the matter should be raised with the General Secretary.
7. The supervisor will endeavour to resolve the grievance and will advise the employee of the actions to be taken in this regard.
8. If an employee finds the outcome of the informal procedure to be unsatisfactory, the matter should be raised in writing to the supervisor, who will arrange for a meeting to try to resolve the issue.
9. An employee who does not receive a response from the supervisor within ten working days of the hearing, or who is not satisfied with the response, may raise the matter with the General Secretary.
10. The General Secretary may convene a meeting to assist in resolving any grievance referred to him.

11. The decision of the General Secretary in regard to a grievance is final.

## **Grievance against the General Secretary**

12. An employee with a grievance against the General Secretary should raise the matter with the President, by submitting an email to the President at [president@waccglobal.org](mailto:president@waccglobal.org).

13. The President will consult with the other Officers, and the General Secretary may be asked to be absent from the final deliberation and decision-making on this matter at any meeting.

14. The Officers should respond to the grievance within one month.

## **Hearings**

15. Members of staff have the right to be accompanied by another member of staff and/or another suitably qualified person at any meeting relating to a grievance.

16. A Supervisor or the General Secretary may be accompanied by another member of staff and/or another suitably qualified person at any meeting relating to a grievance.

17. An accompanying person has the right to address the meeting, but no right to answer questions on the employee's or supervisor's behalf.