



# ROSHAWA

## GRIEVANCE POLICY

### **1. Purpose of the procedure/Introduction:**

Roshawa's aim is to ensure that workers with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

### **2. Informal discussions:**

If a worker has a grievance about their employment they should discuss it informally with an immediate supervisor. We hope that the majority of concerns will be resolved this way.

### **3. Stage 1 – Statement of grievance:**

If the worker feels that the matter has not been resolved through informal discussions, they should put your grievance in writing to an immediate supervisor.

### **4. Stage 2 – The grievance meeting:**

The supervisor will respond, to the statement, inviting the employee to attend a meeting where the alleged grievance can be discussed. This meeting should be scheduled to take place as soon as possible and the employee will be informed of their right to be accompanied. Workers must take all reasonable steps to attend the meeting, but if for any unforeseen reason the employee, or the employer, can't attend, the meeting must be rearranged.

### **5. Step 3 – Appeal:**

If the matter is not resolved, they must set out their grounds of appeal in writing. The worker should receive an invitation to attend an appeal meeting. The appeal meeting should be taken by a more senior manager not involved in the original meeting. After the appeal meeting with senior manager must inform the employee of their decision of the meeting. Their decision is final.

Roshawa Spinning Mills Ltd. management follows open door policy to maintain a healthy Industrial Relation in their industry.

Authority and Management will always look into the problems or difficulties of the employees with due attention.



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