



**PROCEDURE: Grievance**

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Procedure Owner	Human Resource Manager		
<b>Review Register</b>		<b>Date</b>	<b>Signature</b>
Approved by QMS Sub-committee	QMS Chairperson	25/07/2018	Name: Louise Fuller Signature:
Approved by MANCO	MANCO Chairperson	25/07/2018	Name: Benjamin Anderson Signature:
Revision Frequency	Annually		
Review Date	June 2019		
Review History			

**Related documents**

<p><b>Da Vinci internal</b> (e.g. Policies, Regulations, Guidelines, Contracts)</p> <ul style="list-style-type: none"> <li>• Policy: Human Resource</li> <li>• Employment Contract</li> </ul>	<p><b>Other/External</b> (e.g. Legislation, DHET and CHE directives and guidelines)</p> <ul style="list-style-type: none"> <li>• Constitution of the Republic of South Africa: 1996</li> <li>• Basic Conditions of Employment Act. No 75 of 1997</li> <li>• Labour Relations Act. No 66 of 1995</li> <li>• Employment Equity Act. No 55 of 1998</li> <li>• Skills Development Act. No 97 of 1998</li> <li>• Skill Development Levies Act &amp; Regulations. No 9 of 1999</li> <li>• Higher Education Act 101 of 1997</li> <li>• Department of Education regulations</li> <li>• Companies Act No 71 of 2008</li> <li>• Protection of Personal information Act, 2013</li> <li>• Occupational Health And Safety Act 85 of 1993</li> <li>• Electronic Communications And Transaction Act 25 of 2002</li> <li>• Unemployment Contributions Act 9 of 1999</li> <li>• Promotion of Access to Information Act 2 of 2000</li> </ul>
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	<ul style="list-style-type: none"> <li>• Academy of Science Of South Africa Act 67 of 2001</li> <li>• Adult Education And Training Act 52 of 2000</li> <li>• National Advisory Council On Innovation Act 55 of 1997</li> <li>• National Education Policy Act 27 of 1996</li> <li>• National Qualifications Framework Act 67 of 2008</li> <li>• Technology Innovation Act 26 of 2008</li> <li>• Academy Of Science Act 67 of 2001</li> <li>• National Advisory Council On Innovation Act 55 of 1997</li> <li>• Protected Disclosures Act 26 of 2000</li> <li>• National Qualifications Framework Act 67 of 2008</li> <li>• Tobacco Products Control Act 83 of 1993</li> </ul>
<b>Website address of this document:</b>	<b><a href="http://www.davinci.ac.za">www.davinci.ac.za</a></b>

## Procedure Description

The process when reporting a grievance in the workplace.

Step	Description	Notes
1	Employee must report the grievance to the Line Manager and discuss	
2	Should the grievance not be resolved the employee must inform the Line Manager by completing the Grievance form in writing	
3	The Line Manager to send the Grievance form onto the Human Resource Manager	
4	The Human Resource Manager to set up a meeting with both the Employee and Line Manager to resolve	
5	If the Grievance is not resolved in 2 working days the employee may ask to see the Head of the Department	
6	The Human Resource Manager to set up a meeting with both the Employee and Head of Department to resolve	
7	If the Grievance is not resolved in 2 working days the employee may ask to see the Executive	
8	The Human Resource Manager to set up a meeting with both the Employee and the Executive to resolve	
9	If the Grievance is not resolved in 3 working days the Human Resource Manager will set up a meeting with the employee, Executive and Chief Executive Officer(CEO) to resolve	
10	The outcome of the CEO will stand	
11	If the Employee is not happy with the outcome they can pursue any other course of action	

## Stakeholders

#	Stakeholder
1	Human Resource Manager
2	Line Manager
3	Employee
4	Chief Executive Officer

## Version Control

Procedure Owner	Version #	Date	Reason
Human Resource Manager	001	25 July 2018	

