NEW SUPER STAR MANPOWER (PRIVATE) LIMITED.

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Grievance Policy

Grievance

A grievance is a formal employee complaint that is filed when an employee or group of employees is negatively affected by violations of workplace policies or contract terms. In unionized workplaces, grievances are typically filed when the terms of the collective bargaining agreement are not being met. In non-unionized workplaces, employee grievances are often filed when a written company policy has been misinterpreted or misapplied.

Examples of employee grievances

Some of the most common types of grievance procedures include:

- **Individual grievances:** When a single employee is experiencing a problem in the workplace. This could include issues involving pay and benefits, excessive workload, workplace favoritism, bullying or discrimination, lack of a transparent promotion process, etc.
- **Group grievances:** When a group of employees with similar complaints and experiences within the workplace file a group grievance. This typically happens when one team or department has been affected by a workplace issue in the same way. Examples include grievances related to the gender pay gap, employee schedules, organizational changes, etc.
- **Union grievances:** Unions file a grievance when they believe rights are not being protected. For example, a union might file a grievance if management didn't properly deduct union dues.
- **Policy grievances:** When an individual or union addresses the need to create a policy to protect all workers, or there's been a failure to uphold an agreed-upon policy and it affects everyone covered by that agreement. Example of policy grievances that affect all workers could include undesirable working conditions, issues involving workplace health and safety, etc.

Benefits of grievance procedures

A formal grievance procedure gives employees a chance to challenge management's decisions, voice their opinions and concerns and provides an opportunity to resolve conflict quickly, fairly and effectively through conflict management. It can also help foster trust, since having a written grievance procedure encourages employees to raise concerns without fear of retaliation.

Other benefits of having an employee grievance procedure in place include:

Prevents minor complaints or disagreements from spiraling into something more serious.

- Encourages you to develop company policies and employment contracts that are highly specific and have clear expectations.
- Helps foster a company culture of transparency, openness and trust.
- Makes employees feel heard and valued.
- Helps prevent and address bias, discrimination and harassment in the workplace.
- Gives employees a tool to resolve their problems, instead of quitting or being less productive.
- Serves as a cost-effective way to resolve problems and disputes before they result in litigation.

Employee grievance process steps

How a business handles grievance (known as their grievance procedure), varies from company to company — especially under different collective bargaining agreements and written workplace policies. However, companies often follow similar general processes for addressing grievances in the workplace.

Here's the grievance procedures followed at new super star:

1. Informal meeting with supervisor

Before filing a grievance, encourage employees to talk with their manager first. Often, having an informal chat with a supervisor is all that's needed to resolve a complaint or workplace issue.

For example, if an employee feels that they deserve a promotion but haven't received one in several years, a manager may explain why they haven't been promoted and the steps they can take to receive a promotion in the future. It's important for managers to acknowledge the grievance and actively listen to employee concerns.

2. Formal grievance in writing

Consider creating a grievance form for employees to fill out. You can also have employees send an email with details about the grievance. Encourage employees to include as many details as possible, including names and dates. Depending on what your grievance procedure policy stipulates, you can also have employees verbally make a complaint and have the supervisor write down the employee's statement.

Whichever way you choose to do it, make sure the employee's grievance is put in writing.

It is required that employees to file formal grievances within one month period after the event occurred.

3. Evaluate the grievance

At this stage, you may choose to loop in your human resources department. For unionized workplaces, this is typically where union representatives get involved on behalf of the employee.

Evaluate the details of the grievance to determine your next steps. Perhaps it's a simple fix that can be resolved immediately. If an employee receives an inaccurate paycheck, for example, the grievance can potentially be resolved within minutes. However, if the grievance is more complicated and involves other staff members, the next step is typically a formal investigation.

4. Conduct a formal investigation

To conduct a formal investigation, you may need to interview the employee who filed the grievance as well as anyone else who was involved. Collect any evidence you can to help you come up with a resolution (e.g., email chains, witness testimony, receipts). You may also choose to appoint an independent investigator to conduct the investigation to keep the process fair and unbiased.

5. Resolution

Finally, the investigator, HR, supervisor and anyone else who was involved in the investigation writes a formal conclusion based on their findings. Let the employee know what your decision is and what action you'll take.

If the resolution isn't satisfactory to the employee, a mediator may be called in to help resolve the situation. If you offer employees the right to appeal the final decision, make sure to include this in your grievance process policy.

GRIEVANCE REPORTING & HANDLING MECHANISM

How to Report us

1. Submit the issues in written Form through our Suggestion Box
2. Emailing us via; supersta@sltnet.lk
3. Making call at 0094 771177700 or 0094 777824951
4. Sending Letter via No.14A,Highlevel Road,Maharagama,Sri Lanka
5. Direct Meeting with chairman, they can share their issues verbally as well.

What we do if found any Issues

Firstly, we try to carry out our operations, at most level of zero issues, still if found any then;

1. We investigate the issues
2. Collect the related evidences and cross check with the reported issues
3. Will settle it by our settlement body and move forward for remedial if found any
4. Stop the process right after receiving the issues settle down

Approved & Endorsed By:

Managing Director

New Super Star Manpower (Pvt) Ltd

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