

# **GRIEVANCE AND CONFLICT RESOLUTION POLICY**

**JUNE 2018**

**BALOCHISTAN EDUCATION ENDOWMENT FUND (BEEF)**

A COMPANY REGISTERED UNDER SECTION 42 OF THE REPEALED COMPANIES  
ORDINANCE 1984

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### 1. TITLE OF POLICY:

This policy will be titled as “*Balochistan Education Endowment Fund Grievance and Conflict Resolution Policy*”

### 2. APPLICABILITY:

This policy will be applicable to all employees of Balochistan Education Endowment Fund who are appointed in BEEF on either contractual or permanent basis. This policy will come into effect on immediate basis after approval from Board of Directors.

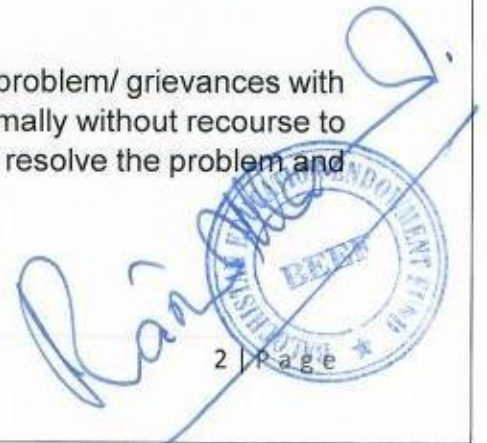
Chief Executive Officer can modify or amend these rules whenever deemed necessary by intimating the competent authority.

### 3. PURPOSE OF THE POLICY:

The main objective of this policy is to provide mechanism through which Grievances of employees can be settled properly. BEEF aspires to the highest standards of excellence and professionalism and to be a high quality workplace in which all staff has the right to raise an internal grievance and if necessary seek redress, where it is felt an employment right or a pledge has been upheld.

### 4. GENERAL GUIDELINES:

- Grievances are defined as “concerns, problems or complaints that employees raise with their employer”. There are many situations due to which grievances in employees may arise. These includes individual's work, working conditions, pay and benefits or working hours, or concerns about health and safety or a breach of statutory employment rights or any other issue affecting the employment relationship. Therefore, most likely a complaint is launched by employee or group of employees against the actions or decision that a taken by BEEF or which are about to come into effect pertaining their employment.
- BEEF considers good working relationship as an important part towards provision of excellent services and considers that it is vital that for all employees, Managers and representatives to develop and maintain a working relationship where individuals are treated as people with individual needs and expectations and when problems arise or raised they must be fairly and promptly dealt with maximum efforts made by each party to ensure resolution.
- It is the responsibility of employee at first instance to discuss problem/ grievances with their immediate Supervisor, with a view to resolving this informally without recourse to the formal procedure. In this situation, Supervisor will seek to resolve the problem and provide verbal response to the employee.



CEO.

- If employee is not satisfied with informal feedback from Supervisor then in this case employee have complete right to lodge a formal grievance in writing to higher level of management. Manager/Section Head should explain the complainant and advise on how he thinks it should be resolved.
- If employee still not made satisfied with the outcome than under this situation he/she can raise the issue with Chief Operating Officer, who would probe into the complaint and seek to resolve the issue amicably in consultation with all relevant parties.
- The Departmental Head, Chief Operating Officer and Chief Executive Officer might be consultant in cases where an amiable solution is not reached to conclude the matter.
- Any issue covered by a separate procedure cannot be subject of an individual or collective grievance or dispute e.g. discipline issue
- BEEF believes in freedom of speech and strongly condemns retaliation against employees who raise grievances and may result in corrective action up to and/or including termination of employment.
- Employees or group of employees having grievances must follow the above procedure/ guidelines. On the Contrary, employee not feeling comfortable to share issues with their line management for any reason may directly consult Chief Operating Officer at any time to provide advice and guidance for all such grievances until reaching a suitable resolution.

#### 5. FORMAL PROCEDURE FOR GRIEVANCE:

Following steps will be followed in case employee wishes to lodge a formal grievance.

##### STEP 1 – CONSULTATION WITH MANAGER

- Employee writes a detail letter describing all facts and figures due to which He/She compelled to share his Grievances. He/She must present all the available genuine evidences to support His/her case. In this regard, Human Resource Officer may facilitate him to achieve the required objective and clearly explain his grievances.
- In initial step, employee must discuss his grievances with immediate or latter's superior in case of a grievance against an immediate supervisor.
- Departmental Head / Manager must endeavor to solve the problem within four (4) working days and inform the employee. In this regard, two (2) working days will be provided to supervisor to provide reply against grievance.



CEO

- If the Departmental Head /Manager response not satisfying employee or grievance is against Departmental Head / Manager then He/She can follow Step 2 (inclusive of formal letter, evidence and support from HR Officer)

#### STEP 2 – INVOLVEMENT OF CHIEF OPERATING OFFICER

- Chief Operating Officer shall endeavor to solve the issue in four (4) working days and inform the employee.
- Should the employee not satisfied with the outcome/response of Chief Operating Officer then in this case, he/she may proceed to Step 3.

#### STEP 3 – GRIEVANCE HEARING BY CEO

- The matter is referred to the Chief Executive Officer by handing him the grievance form together with any further relevant information which can help him in making sound decision.
- The CEO will convene a grievance hearing and attempt to resolve the matter within period of ten (10) working days. Decision of CEO in this regard is final.

#### 6. **PROCEDURE TO BE FOLLOWED BY GROUP OF EMPLOYEES:**

In case, grievance affects not one employee, but group then a spokesman for the Group, accompanied (if he so wishes) by delegation of not more than ten (10) of the employees concerned, should proceed with Step 2 as for an individual grievance.

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**ANNEXURE – A**

**Employee Grievance Form**

This form is to be used by full-time employees of the BEEF to initiate the formal employee grievance process. Upon completion, return this form to the HR section for further necessary action.

The employee grievance procedure defines a grievance as "Concern(s) over violation or application of personnel policies or practices; working conditions; employee-supervisor relationships; disciplinary actions, or termination. Grievances are considered private and confidential."

Grievant (Name): \_\_\_\_\_ Date: \_\_\_\_\_

Job Title: \_\_\_\_\_

Department: \_\_\_\_\_

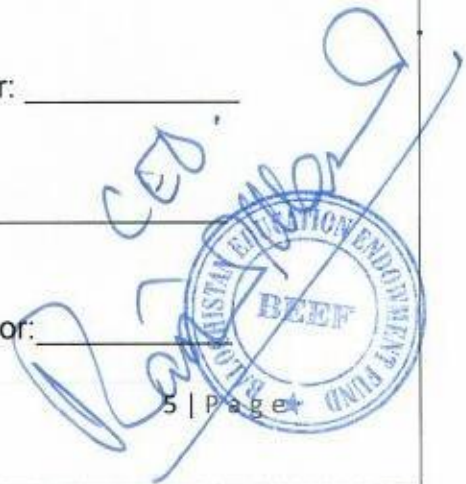
Phone Number (Office) \_\_\_\_\_ Residential \_\_\_\_\_

**Step 1: Informal Procedure**

Date grievance was informally discussed with 1<sup>st</sup> level supervisor: \_\_\_\_\_

1<sup>st</sup> Level Supervisor's Name: \_\_\_\_\_

Date grievance was informally discussed with 2nd level supervisor: \_\_\_\_\_



2<sup>nd</sup> Level Supervisor's Name: \_\_\_\_\_

Note: The employee grievance policy and procedure require you to discuss your issues with your 1<sup>st</sup> and 2<sup>nd</sup> level supervisor prior to filing a formal grievance.

**Step 2: Mediation (check one box)**

Yes, I would like to request mediation to help resolve my concern (s).

No, I request to go directly to the Grievance Hearing Committee.

**Note:** Mediation is a voluntary process that provides individuals in conflict with opportunity to identify issues, consider options, and arrive at a mutual agreement. Trained mediators will facilitate open, effective communication to help disputing parties reach agreement. Essential to the process is the mediator's ability to maintain neutrality. Both parties agree in writing to mediate prior to entering the mediation process. Mediation is considered private and confidential.

**Statement of grievance(s)**

List the concern(s) you have, the BEEF policies and procedures believed to have been violated, names, dates, etc., be specific. (Attach additional pages as needed)

CEO  
*[Handwritten Signature]*  


**Remedy Requested:** State what action you believe could be taken, that you feel would resolve your concern(s).

I affirm that I have read the above and believe the events to be true to the best of my knowledge.

Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_





Address: \_\_\_\_\_ City: \_\_\_\_\_

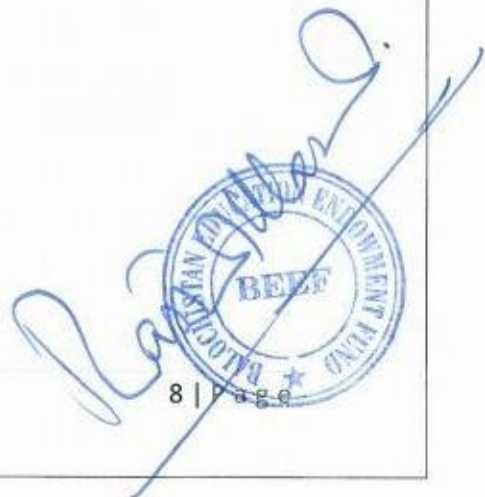

State: \_\_\_\_\_

For Human Resources Use Only

Date grievance was received by the Human Resources Office: \_\_\_\_\_

Mediator Assigned, if selected:

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