



# **KBZ BANK LIMITED**

**HR POLICY**

**ON**

**GRIEVANCE PROCEDURE**

**HUMAN RESOURCE DEPARTMENT  
SEPTEMBER 2020**

## **KBZ BANK – GRIEVANCE PROCEDURE**

1. This policy covers all employees, whether they are part-time, full-time or term-contract, working with the Bank.
2. Recognizing the value and importance of clearing up misunderstandings and promoting harmonious employer-employee relations, it is desirable that any grievance be satisfactorily resolved as close to the employee and his or her manager as possible.
3. The grievance procedure is intended as the tool by which an employee may formally bring up a grievance and be heard by the management of the Bank. This procedure is not intended to deal with dismissal or disciplinary matters which are dealt with in a separate procedure.

### **A. Step 1**

4. An employee who has a grievance, should raise the matter with his/her line manager either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to the next level manager. In the event the employee is uncomfortable about skipping a level, he/she may raise the matter with the HR Head.
5. If the manager is able to resolve the grievance with the employee and the employee is satisfied with the decision, the grievance is closed. A note is made by the manager and sent to the HR Head for filing in the staff's record. (Annex A).

### **B. Step 2**

6. If the manager is unable to resolve the matter within 7 working days, he or she should inform the HR Head of the grievance raised by the employee by completing a grievance form (Annex B).
7. If the employee wishes to appeal against the decision from his or her manager, he or she should appeal to the HR Head using the form at Annex C. This should be done within 7 working days from when the decision was informed to him or her (in Step 1).

### **C. Step 3**

8. When HR Head receives notification from manager of unresolved grievance (Annex B) or the appeal from the employee (Annex C), the grievance will be reviewed. HR Head will recommend resolution to the grievance to CEO or BOD for approval.
9. The HR Head will inform the decision, in writing, to the employee. This decision is final.

Regular review of this policy is conducted by our Board to ensure they remain timely and relevant. Our most recent review was completed and approved by the Board on 02 September 2020.

**Note to HR Head on Closure of Grievance**

Manager's Name: \_\_\_\_\_

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

Branch/Department: \_\_\_\_\_

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

Grievance raised by: \_\_\_\_\_ (name of employee) on \_\_\_\_\_ (date)

Details of Grievance: \_\_\_\_\_

Decision taken by Manager: \_\_\_\_\_

Date decision informed to employee: \_\_\_\_\_

**Note to HR Head on Unresolved Grievance**

Manager's Name: \_\_\_\_\_

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

Branch/Department: \_\_\_\_\_

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

Grievance raised by: \_\_\_\_\_ (name of employee) on \_\_\_\_\_ (date)

Details of Grievance: \_\_\_\_\_

Attempted resolutions by Manager: \_\_\_\_\_

HR Head's Recommendations on \_\_\_\_\_ (date) to CEO/BOD:

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**Appeal to HR Head on Decision by Manager on Grievance**

Employee's Name: \_\_\_\_\_

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

Branch/Department: \_\_\_\_\_

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

Grievance raised to: \_\_\_\_\_ (name of Manager) on \_\_\_\_\_ (date)

Details of Grievance: \_\_\_\_\_

Decision taken by Manager: \_\_\_\_\_

Date decision informed by Manager: \_\_\_\_\_

HR Head's Recommendations on \_\_\_\_\_ (date) to CEO/BOD: