



AGGREVIANCE POLICY

COMPLAINTS AND GRIEVANCES

13.0 General

All persons' complaints and grievances shall be heard and resolved between the complainant and the Grievance Officer. Where possible, the grievance/complaint shall be heard and resolved by discussion between the concerned parties. Complainants have the right to refer such complaints and grievances in writing to higher levels of management, with the right to appeal to higher levels of authority. All complaints and grievances shall be addressed equitably and without delay.

13.1 Philosophy

PSL recognizes that problems will arise in the workplace that are, at times, difficult for an employee or outsider to resolve. If these concerns are not adequately addressed, they may evolve into much greater problems that can become increasingly more difficult to alleviate.

13.2 Policy

Normally, grievances or complaints should be handled informally by the complainant and accused before involving the immediate supervisor of the accused. Some complaints may involve a judgment by the complainant that the accused or immediate supervisor of the accused has acted outside PSL policy or the law. Depending upon the severity of the issue, steps in the grievance procedure may be omitted.

When presenting written complaints, complainants have the right to skip the accused (if they wish so) and directly present the written complaints to the immediate supervisor of the accused.

This Policy also applies to all parties including internal staff, clients, subcontractors and the outsiders such as the; police, local councils, neighbors and any other groups or individuals who could be impacted by the company's actions and may wish to raise complaints against the company.

This Policy also addresses human rights issues as laid down in the Human Resource Manual of PSL.

This Policy treats all grievances and complaints with high regard for confidentiality in order to protect the affected parties.

The Policy is also open to anonymous complaints as some parties would prefer to keep their identity discrete, however all complainants should be aware that their identity can be limited to just the HR Officer only when complaint needs to be investigated and quickly resolved.

This Policy is accessible to the public who may wish to raise any complaints/grievances against the company or members of the company. This can be seen with addresses and telephone contacts of the company on the sign posts, vehicles, website among others.

This Policy is also guided by the company Code of Conduct and protected by the Unit Disciplinary Committee Record of hearing (document and procedure) in case of any future reference that may be required.

13. 3 HR Officer Roles and Responsibilities towards the Policy

The HR shall be recording the complaints received both written and oral shall also be responsible for providing solutions within the specific time.

The HR shall ensure relevant company policies and procedures are effectively followed while handling complaints.

The HR shall come up with decisions /actions for issues that can be resolved immediately at that level.

The HR shall provide feedback to the complainants about the progress regarding their complaints.

The HR shall forward complaints to the Unit Disciplinary Committee (UDC) for further fair and safe decisions.

The HR shall conduct trainings for all managers and supervisors involved in handling grievances.

The Role of the Unit Disciplinary Committee (UDC) towards this Policy;

The UDC shall assist in guidance and preparing of statements for both parties, the complainant and the respondent.

The UDC shall conduct a formal investigate and shall communicate its findings to the complainant.

The UDC shall ensure hearings are fair and objective from both the complainant and the respondent.

The UDC shall ensure fair judgment and will be authorized to give penalties based on the offence relating to the PSL disciplinary code of conduct in order to resolve the issue at this level.

The Role of the General Manager towards this Policy:

The role of the GM is that off hearing any petitions and or appeals and make decisions accordingly, at this level.

The Role of the Top Management towards this Policy

The role of top management is to make final decisions on the proceedings forwarded to them.

The Role of the Police towards this Policy; The police shall handle grievances or complaints of a criminal nature.

The police shall handle complaints from the local community.

13.4 Procedure

Such complaints or grievances are handled under the following procedures;

- a. Any person (s) (employee or outsider) desiring to raise any grievance shall in the first instance discuss it verbally with the accused (employee or outsider)
- b. Failure to reach a satisfactory solution, the complainant shall present his/her grievance in writing to the immediate supervisor within 2 working days. The immediate supervisor shall provide a reply in writing within 2 working days
- c. If the discussion with the immediate supervisor does not resolve the matter to the complainant's satisfaction, then the grievance shall be forwarded to the head of department within 1 working day. The head of department shall provide a reply in writing within 2 working days.
- d. If the discussion with the head of department does not resolve the matter to the complainant's satisfaction, then the grievance shall be forwarded to the human resource manager within 1 working day. The human resource manager shall respond within 2 working days.
- e. If the complainant is still not satisfied with the Human Resource manager's response, then Human Resource manager shall forward the matter to UDC within 1 working day. UDC shall give their response within 7 working days from date of receipt.
- f. If the complainant is still not satisfied with the UDC's response, she/he shall request for an appeal within 1 working day through the Human resource manager's office to be addressed by the GM. The GM shall obtain all complainants' relevant records inclusive of their personal files to be able to consider the grievance and make a decision within 2 working days.
- g. If the complainant is still not satisfied with the GM's response she/he shall request for an appeal within 2 working days through the Human resource manager's office to be addressed by the Director. The Director shall obtain all complainants' relevant records inclusive of their personal files to be able to consider the grievance and make a decision within five (5) working days.
- h. If the complainant is still not satisfied with the Director's response she/he shall request for an appeal within 2 working days through the Human resource manager's office to be addressed by the Board. The Board shall obtain all complainants' relevant records inclusive of their personal files to be able to consider the grievance and make a decision within 5 working days.
- i. All grievances and complaints outside the company shall be directed to the grievance officer/HR.
- j. All grievances and complaints that are criminal in nature shall be forwarded to the police and the judiciary.
- k. There is a guarantee of protection from retaliation for the complainants i.e. :
 - The HR officer/ grievance officer shall follow up with any employee or complainant suffering from retaliation.
 - All minor complaints caused by retaliation shall be received, recorded and handled instantly.
 - The HR shall Record statements, also make performance reviews and evaluate the alleged.
 - The HR shall ensure effective means of inspection and investigation of cases against retaliation.

- The HR Shall ensure confidentiality of complaints is essential to protecting the privacy of both the complainant and the alleged such as the use of suggestion boxes and one on one reporting.
- HR shall ensure that all staff are inducted and aware of their responsibilities under the code of conduct and complaints procedure.

Note:

The decision taken by the Board is the maximum/highest level of decision made on behalf of PSL. For all grievances and complaints raised, the final decision shall be taken within a period not exceeding 35 working days.

PINNACLE SECURITY LTD