

GRIEVANCE PROCEDURE

GENERAL PRINCIPLES:

1. Any employee who has a grievance is entitled to make use of the grievance procedure.
2. A grievance is any feeling of dissatisfaction, injustice or unfair treatment an employee may experience in relation to their employment with the Company, and which has not been resolved informally.
3. The purpose of the grievance procedure is to enable an employee to have his/her grievance resolved fairly, quickly and as close to the point of origin as possible.
4. Employees may lodge grievances without fear of victimization. The Company assures employees that they will not be prejudiced in any way as a result of using the procedure.
5. Any employee lodging a grievance in terms of this procedure is entitled to representation by an employee representative (who is a work colleague), provided that such person agrees to represent the employee.
6. Normal earnings will be paid to the employee and an employer representative who is a work colleague for time spent whilst resolving grievances that follow the provisions of this procedure.
7. Each step in the procedure shall be subject to stipulated time limits. It is however accepted that these time limits may be varied by mutual agreement or in relation to the availability of a person involved in the process.
8. This procedure may not be invoked as a result of any disciplinary action taken in accordance with the Company's Disciplinary Procedures and/or Codes.

GRIEVANCE PROCEDURE:

STAGE 1 : VERBAL GRIEVANCE

1. An employee with a grievance (other than a grievance related directly to his/her Salon Manager) should first report the grievance to his/her Manager verbally.

If there is NO Salon manager in the Company the grievance must be reported directly to the Employer, **OR** IF the grievance involves the Salon Manager, the employee must also refer the grievance directly to the Employer.

The Manager/Employer must then endeavour to resolve the grievance and communicate the outcome to the Employee who lodged the grievance within three working days.

2. In the event of the grievance not being resolved to the satisfaction of the employee within 3 working days by the Manager, the employee may refer the grievance to the Employer
3. Should an employee not be satisfied with the outcome of Stage 1, they may then proceed to Stage 2 of the Grievance Procedure

STAGE 2 : WRITTEN GRIEVANCE

1. The employee must invoke stage 2 within 3 days after the outcome of Stage 1 is known.
2. A grievance form (Form 1#) must be completed and signed by the employee and the employee representative (if involved) and handed to the Employer.
3. The Employer shall establish a process for hearing the grievance within a period of 3 working days of having received the grievance form. The process of reviewing the grievance should involve holding a grievance meeting to seek to resolve the problem. This meeting should involve both the Respondent (employee against whom the grievance [complaint] was lodged) and the aggrieved party (the employee who lodged the grievance), as well as their employee representative/s (if any) and the Employer.
4. The Employer Head is required to provide a written response to the grievance on Form 2# within 3 working days of the grievance having been heard.
5. This is generally the final level of the procedure.

STAGE 3:

Should the employee still feel aggrieved, he/she may utilize whatever means available to him/her in law for the protection of his/her rights.

FORMAL GRIEVANCE MEETING PROCEDURE:

1. When a grievance is lodged, an investigation shall be carried out by management into the facts of the case in preparation for the meeting.
2. The parties shall agree the time, date and venue for the meeting. Every endeavour shall be made to ensure that this time period meets the relevant time periods but reasonable extensions must be fairly considered, if necessary.
3. The employee shall inform the chairman should there be a need to involve other witnesses and/or persons in the meeting. The chairman shall use his/her discretion in this regard.
4. The chairman of the meeting shall take responsibility for the fair conduct of the meeting. In this respect he/she shall ensure that:
 - a) All relevant information is made available to the parties prior to or at the meeting for consideration;
 - b) All relevant witnesses that the parties may wish to call are notified in advance to be available at the time of the meeting;
 - c) The employee or the employee representative and the Company will be given an opportunity to present their cases fully and to ask questions of each other's witnesses;
 - d) Brief notes/agreements made during the meeting should be kept. These notes will be agreed between the parties. Verbatim minutes will not be taken.
5. The chairman shall submit his written solution (on Form 2) to the appropriate person in terms of the requirements of the relevant stages of the procedure.