



HAWTHORN  
ENGLISH  
LANGUAGE  
CENTRE

**LEARNER/EMPLOYEE GRIEVANCE  
PROCEDURE**

A **grievance procedure** is a means of internal dispute resolution by which an employee/student may have his or her **grievances** addressed and resolved

**CHAIRMAN, HAWTHORN CENTRE**



Document I.D HQ 5.1	Title <b>DOCUMENT CONTROL</b>	Print Date <b>July 2020</b>	Approved By: <b>Vice Chairman</b>
Revision <b>Yearly</b>	Prepared by <b>Seema Mustafa/Recruitment &amp; Business Development</b>	Date Prepared <b>March 2020</b>	Approved By: <b>Vice Chairman</b>
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	Responsible for making changes/edits – <b>Seema Mustafa</b>		Approved By: <b>Vice Chairman</b>

**Policy:** All documents used to provide work directions or set policy should be reviewed, approved, distributed and controlled by the office of the Controller.

**Purpose:** To define the methods and responsibilities for controlling documents used to provide work direction or set policy and to document dates for revision, approval and distribution.

**Responsibility:** Department Manager is responsible for ensuring the relevant versions of documents are available at the points of use and that they are legible.

**Definition:** **Controlled Document** is a document that provides information or direction for performance of work that is within the scope of this procedure. Characteristics of control include such things as Revision Number (letter) Signatures or names indicating review and approval, and Controlled Distribution.



## EMPLOYEE/STUDENT/LEARNER GRIEVANCE PROCEDURE

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The mechanism for handling grievance proceedings is as follows:

Step 1. A grievance proceeding shall be commenced by the employee presenting the grievance orally to her or his immediate supervisor. Such supervisor shall make an immediate response to the grievance.

Step 2. If the oral response of the immediate supervisor fails to satisfy the employee, within four working days of receipt of the immediate supervisor's oral response, the employee shall file a written grievance with the immediate supervisor. If no oral response is made, a similar writing shall be filed with the immediate supervisor within four working days of presenting the oral grievance. In either case, the writing shall set forth with reasonable particularity:

- The events concerning which the employee feels aggrieved;
- The date or dates on which the events occurred;
- The date of the presentation of the oral grievance to the immediate supervisor;
- The date of the immediate supervisor's oral response, if one was made; and
- The employee's understanding of the immediate supervisor's oral response, if one was made.

Within four working days of receiving the written grievance, the immediate supervisor shall respond to the employee in writing stating with reasonable particularity the supervisor's understanding of the facts and of his or her oral response, if either or both differ from that of the employee. **If not resolved:**

Step 3. The written grievance shall be sent by the employee within five working days of receipt of the supervisor's response to the department head and an administrator designated by the Vice Chairperson. A meeting called by the administrator will then be held, if possible within five working days of receipt of the grievance or as soon thereafter as is feasible among the administrator, the department head or his/her designee, the employee and the employee's representatives, if any. A written response is required within five working days following the meeting. The response must be written by the department head in consultation with the administrator. **If not resolved:**

Step 4. The written grievance should be forwarded by the employee within five working days of receipt of the department head's response to the Office of the Director for Human Resources. Within five working days of the receipt of the written grievance, or as soon thereafter as feasible, a meeting should be called by the Director for Human Resources or his or her designee of appropriate parties necessary to review the issues related to the complaint, at which the employing department and the grievant may present arguments and/or witnesses in support of their position. The final administrative determination should be made by the Director for Human Resources, or designee, in consultation where appropriate with the Vice Chairperson, to be communicated to the parties in writing within three working days of the meeting.

**Immediate Supervisor/Manager**

**Human Resource Manager**