



SHEIKH SIRAJ FOUNDATION

Grievance Settlement Policy

Grievance Settlement Policy



INTRODUCTION

Sheikh Siraj Foundation (SSF) is committed to maintaining and enhancing fair, equitable and safe work practices.

STATEMENT

SSF states that all members of staff are expected to perform their duties with efficiency, fairness, impartiality, integrity, honesty and compassion.

The distinctive feature of the Grievance Procedure for Staff aims to ensure that work-related grievances are addressed in a timely and confidential manner at the lowest appropriate management level, in order to prevent minor problems or grievances from escalating.

WHAT IS GRIEVANCE

There is always the potential for conflict to arise in a workplace. Conflict can be negative if it creates an environment of tension, and can harm morale and productivity if it is not properly managed.

A work related grievance might flow from any aspect of a staff member's work experience at SSF that they believe to be unfair, unjust or unreasonable.

There are two fundamental types of work-related grievance. These are:

Behavior that does not contravene any laws, legislation or common law such as interpersonal conflict, inappropriate behavior, or inconsistent application of policy/procedures.

Potentially unlawful behavior, which includes discrimination or harassment on grounds prohibited by anti-discrimination legislation, corruption, misadministration or serious waste.

The grievance procedure may be initiated for all work-related grievances. The Procedure for Handling Grievances below provides further information.

PROCEDURE FOR HANDLING GRIEVANCES

An employee filing a grievance shall have at every "step" the right to present witnesses and evidence to support his/her grievance. Since the processing of a grievance is not a legal matter attorneys may not represent either the employee filing a grievance or SSF. Employees are not to be penalized in any way for proper use of the Grievance Procedure. Time spent in grievance discussions with the administration would be considered time worked with pay.

Step 1

Any employee who wishes to file a grievance shall first discuss his/her grievance with his/her immediate supervisor. After the aforementioned discussion with the employee, the supervisor shall have five (5) working days in which to reply to the employee's grievance. If the supervisor fails to reply to the grievance or if his/her answer is not satisfactory to the employee, the employee may present his/her grievance at Step 2.

Step 2

If the disposition of the grievance in Step 1 is not acceptable, the employee shall, within five (5) working days, prepare a written statement stating the basis for the grievance and a requested settlement. He/she shall then discuss his/her problem with the Section Head or Finance & Administration Head (in cases where the section head is the direct supervisor), who shall have five working days in which to present a written reply to the employee's complaint. If a mutually acceptable settlement cannot be reached, the employee will have five working days in which to present his/her grievance in Step 3. The grievant should process his/her grievance to Step 3 through the office of Head of SSF.

Step 3

If the disposition of the grievance in Step 2 is not acceptable and the employee wishes to have the grievance considered further, he/she shall notify a representative appointed by the Head of SSF. The incumbent representative will investigate the allegations and make arrangements to hear the employee's complaint and the departmental charges if any. He/she shall provide a written response to the employee within five working days of the receipt of the grievance. If the response is not acceptable to the employee the grievance may be processed to Step 4 through the head of SSF.

Step 4

If the disposition of the grievance in Step 3 is not acceptable to the employee and he/she wishes to have the grievance given further consideration, he/she shall notify the Head of SSF in writing to that effect. It is up to the discretion of the Head of SSF to either investigate the allegation on his/her own or constitute a panel to hear out the grievant. Grievance processed to Step 4 shall be reviewed and a response shall be provided to the grievant within thirty days.

EXCEPTIONAL CASES

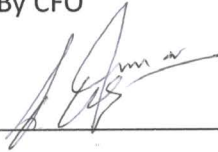
In exceptional cases where the Head of Section or Senior Level Officials reporting directly to the Organizational Head, wishes to file a grievance shall first discuss his/her grievance with SSF Head. If the Organizational Head fails to reply to the grievance or if his/her answer is not satisfactory to the employee, the officer may present his/her grievance to the Board member nominated by the Chairperson of the Board. Grievances processed under such circumstances shall be reviewed and a response shall be provided within thirty (30) days.

ADOPTION OF POLICY

I do hereby certify that the above stated Policy for Sheikh Siraj Foundation were approved and adopted by the board of directors on 27th Mar 2020 constitutes a complete copy of the Grievance Settlement Policy of SSF.

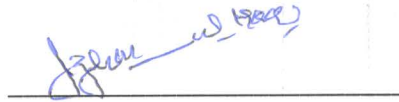
Reviewed By CFO

Signature _____



Approved By The Board

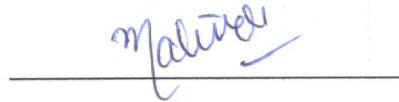
1. Sheikh Izhar ul Haq (Director/ Chairman)



2. Talha Izhar (Director/ CEO)



3. Mahwish Binte Qayyum (Director/ Secretary)



4. Osama Izhar (Director)

