



Creative Services Limited (CSL)
Staff Grievance Policy
(Version-1, Effective from January 01, 2024)

1. Introduction

Creative Services Limited (CSL) is committed to maintaining a positive and productive work environment. The Staff Grievance Policy to address and resolve employee grievances in a clear and fair manner. This fosters an inclusive workplace where all employees feel valued and heard.

2. Scope

This policy applies to all employees of CSL, including permanent, temporary, and contract staff.

3. Definition of a Grievance

A grievance is a concern, problem, or complaint that an employee raises with CSL regarding their work, working conditions, or relationships with colleagues.

4. Principles

- **Confidentiality:** All grievances will be handled with the utmost confidentiality.
- **Impartiality:** The grievance process will be conducted impartially.
- **Non-Retaliation:** Employees raising grievances will not face retaliation.
- **Timeliness:** Grievances will be addressed promptly.

5. Grievance Procedure

5.1. Informal Resolution

- Employees are encouraged to resolve grievances informally by discussing the issue directly with the person involved or with their immediate supervisor.

5.2. Formal Grievance

- If the issue cannot be resolved informally, the employee can raise a formal grievance by submitting a written complaint to the Human Resources (HR) department.

5.2.1. Submission:

- The grievance should be submitted in writing, detailing the nature of the grievance, relevant facts, and the desired resolution.
- The HR department will acknowledge receipt of the grievance within three working days.

5.2.2. Investigation

- The HR department will appoint a Grievance Officer to investigate the complaint.
- The investigation may include interviews with the grievant, the subject of the grievance, and any witnesses.
- Relevant documents and evidence will be reviewed.

5.2.3. Resolution

- The Grievance Officer will aim to resolve the grievance within 15 working days of receipt.
- A written report will be prepared, detailing the findings and any recommended actions.
- The grievant will be informed of the outcome and any actions to be taken.

5.3. Appeal

- If the employee is not satisfied with the outcome, they may appeal the decision.

5.3.1. Submission of Appeal

- The appeal must be submitted in writing to the HR department within five working days of receiving the grievance outcome.
- The appeal should specify the grounds for appeal and any new evidence.

5.3.2. Appeal Process

- The HR department will appoint an Appeal Officer who was not involved in the initial investigation.
- The Appeal Officer will review the original grievance, the investigation process, the outcome, and the grounds for appeal.
- The Appeal Officer may conduct further investigations if necessary.

5.3.3. Final Decision

- The Appeal Officer will aim to reach a decision within 10 working days.
- The final decision will be communicated in writing to the employee.
- The decision of the Appeal Officer is final.

6. Documentation and Record Keeping

- All records related to grievances and their resolution will be kept confidential and maintained by the HR department.
- Records will be retained for a minimum of five years.

7. Training

- All managers and supervisors will receive training on handling grievances in accordance with this policy.
- Employees will be informed about the grievance policy and procedures during their induction.

8. Review of Policy

- This policy will be reviewed annually by the HR department to ensure it remains effective and compliant with relevant laws and regulations.