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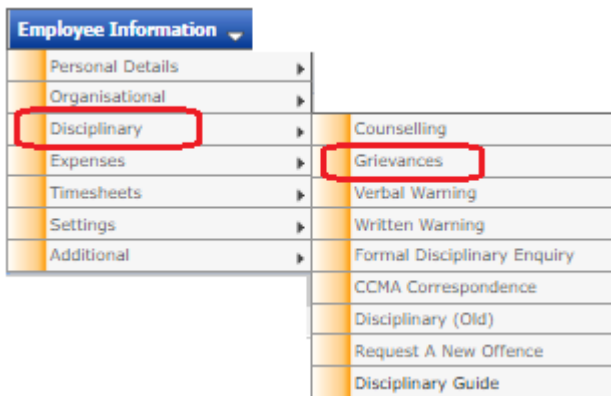
Grievance Process

PREPARED BY: Talenger Holdings PTY Ltd.

14

Module 10: Grievance

To start using The Grievance module, hover your cursor over the Employee Information tab, this will open up more fields as shown below, then select Disciplinary tab and then select Grievance.



The main page will refresh, opening the below screen for you to add your grievance.



Adding a Grievance:

Click add, as shown in the below screen, to capture a Grievance for the event that took place.



Completing your Grievance:


This will open the below screen, allowing you to complete your grievance with the below fields. Once done click on the Add button as shown below.

Cayla Dunn (T0010) :

Add

Grievance Details:

Add a new Grievance:

Grievance Date & Time:  Time: :

Type of Grievance:


Grievance Against:

HR Personal:

Account Of Event:
Provide a detailed account of the occurrence. Include the names of any additional persons involved

Violations:
Provide a list of any policies, procedures or guidelines you believe have been violated in the event described

Desired Outcomes:

- **Date** : Click the  icon next to the open field. The calendar pop-up will open.
(If the pop-up does not appear, your pop-up blocker might be on. To turn off your pop-up blocker, go to Tools on the menu bar in your Internet Browser, select "Pop-up Blocker" and select "Turn off pop-up blocker". If this does not work, press CTRL + click on the icon to overwrite the blocker.)
- **Time** : Click on the dropdown boxes to select the time the event took place.
- **Type of Grievance** : What type of grievance took place, free text field limited to 100 characters.
- **Grievance Against** : Click on the dropdown to select the employee.
- **HR Personal** : Click on the dropdown to select the HR Personal.
- **Account of Event** : Free text field to provide a written report, description of the event.
- **Violations** : Free text field to provide a written description of the violations that took place as per policies, procedures or guidelines.
- **Desired Outcome** :



Once added you will see the below screen.

Cayla Dunn (T0010) :

Add

Added
Grievance has been added

Grievance History:

Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:	
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved	<input type="button" value="View"/> <input type="button" value="Edit"/>  

Viewing your captured Grievance:

Select the Grievance that you would like to view from the below screen, and thereafter click on the View button, as shown below.

Cayla Dunn (T0010) : Add

Added
Grievance has been added

Grievance History:					
Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved

This will open the below screen, which you will be able to view all information submitted for the grievance.

Cayla Dunn (T0010) : Add

Grievance Details:	
View Grievance:	
Grievance Date & Time:	04/09/2023 (08:00)
Grievance Against:	Grant Eckhout
Mediator:	
HR Personal:	Debbie Loots
Account Of Event:	Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.
Violations:	Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.
Desired Outcome:	Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.

Grievance History:					
Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved

Attaching a document to the Grievance:

To attach a document to the system, click on the paper clip icon shown below, this will bring up the windows choose file screen. Choose the attachment you would like to upload and click save.

Grievance History:					
Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved

- **Paper clip** : This will allow you to add attachments to the Grievance.
- **Choose File** : Microsoft "Choose File" block will open to upload your attachment.

Printing your Grievance:

If you would like to print your Grievance that was captured, please click on the print icon shown below, this will bring up a PDF view, which you can print, download, or save.

Grievance History:					
Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved

- **Printer Icon** : This will allow you to generate a print version of your grievance as shown below.

Print view



Tel: 0118673968
Fax: 0865054701
16 Kingfisher Crescent, Meyersdal Alberton, 1448
P.O. Box 9562, Verwoerd Park, Alberton, 1453



Grievance

Cayla Dunn

Date of Grievance:	04/09/2023	Time of Grievance:	08:00
Employee Number:	T0010	Reported To:	Alicia Roberto
First Name:	Cayla	Date of Engagement:	01/03/2011
Surname:	Dunn	Employment Type:	Permanent Half Day
ID Number:	8407044021086	Job Title:	Accounts Clerk
Grievance:	Work Performance	HR Personal:	Debbie Loots
Against:	Grant Eckhout	Mediator:	Debbie Loots

Account of Event:

Provide a detailed account of the occurrence. Include the names of any additional persons involved

Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.

Violations:

Provide a list of any policies, procedures or guidelines you believe have been violated in the event described

Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.

Desired Outcome:

Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances and putting grievance procedures in place are important for business leaders.

Status: Unresolved

Employee Signature:	
Approver Signature:	
Signed On:	
Signed At:	

Editing the Grievance:

If you need to add feedback/comments to the grievance, click on the Edit button shown below.

Grievance History:					
Grievance Date & Time:	Grievance:	Against:	HR Personal:	Mediator:	Status:
#1 04/09/2023 (08:00)	Work Performance	Grant Eckhout (T007)	Debbie Loots (DEB02)		Unresolved

View **Edit**  

Once you have clicked on the edit button, the below screen will open Which will allow you to add your feedback/comments, Once done, click on the Update button shown below to save.

Grievance Details:

Edit Grievance:

Grievance Date & Time: Time: :

Type of Grievance:

Grievance Against:

HR Personal:

Current Mediator: N/A

Account Of Event:
Provide a detailed account of the occurrence, include the names of any additional persons involved
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Violations:
Provide a list of any policies, procedures or guidelines you believe have been violated in the event described
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Desired Outcome:
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Status:

Update

Below you will find a sample of the email that will be sent out to the HR Personal and Mediator.

Grievance Settings:

Grievance Settings:

Grievance Applications:
Default HR Personal: Debbie Loots (DEB02) ▼
This will be the default person to handle any grievances in the company. Please note that an employee may select an alternate person in the grievance form

Message to Mediator/HR Personal:

Available Place Holders:
[notifyeefirstname] / [notifyeesurname] / [mediatorfirstname] / [mediatorsurname] / [employeeefirstname] / [employeeesurname] / [employeeenickname] / [employeenumber] / [status] / [details]

[notifyeefirstname] / [notifyeesurname] / [mediatorfirstname] / [mediatorsurname] / [employeeefirstname] / [employeeesurname] / [employeeenickname] / [employeenumber] / [status] / [details] 1

Message To Employee: (if applicable)

Available Place Holders:
[notifyeefirstname] / [notifyeesurname] / [mediatorfirstname] / [mediatorsurname] / [employeeefirstname] / [employeeesurname] / [employeeenickname] / [employeenumber] / [status] / [details]

[notifyeefirstname] / [notifyeesurname] / [mediatorfirstname] / [mediatorsurname] / [employeeefirstname] / [employeeesurname] / [employeeenickname] / [employeenumber] / [status] / [details] 2

Default HR Personal: A grievance notification will be sent to the employee added to the system.

Email Templates:

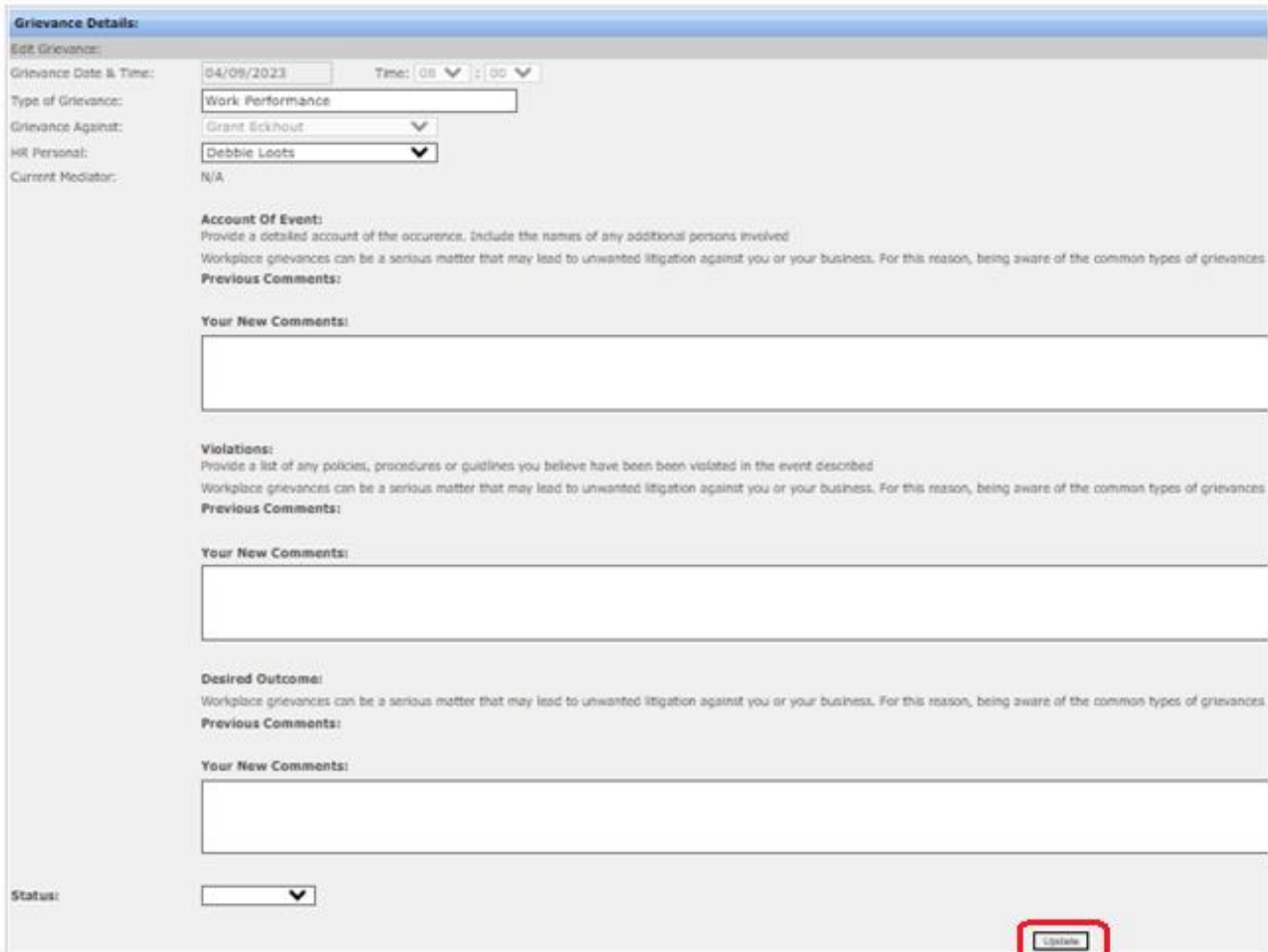
When an employee adds a grievance to the system, an email will be forwarded to:

- The relevant HR Personal, on the grievance allocated by the employee.
- The selected notifyee (if applicable), on grievance by the employee.

Please specify the preferred wording of these email templates by using the available place holders:

Updating the outcome of a Grievance:

Once you have received the above email of an employee's grievance you can log into the system, and edit the grievance on the employee's profile, by clicking on the edit button outcome. The below window will open up, which will allow you to add your feedback/comments by completing the free text fields "Your New Comments". Once done click on the Update button.



Grievance Details:

Edit Grievance:

Grievance Date & Time: 04/09/2023 Time: 08 : 00

Type of Grievance: Work Performance

Grievance Against: Grant Sickhout

HR Personal: Debbie Loots

Current Mediator: N/A

Account Of Event:
Provide a detailed account of the occurrence. Include the names of any additional persons involved
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Violations:
Provide a list of any policies, procedures or guidelines you believe have been violated in the event described
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Desired Outcome:
Workplace grievances can be a serious matter that may lead to unwanted litigation against you or your business. For this reason, being aware of the common types of grievances

Previous Comments:

Your New Comments:

Status:

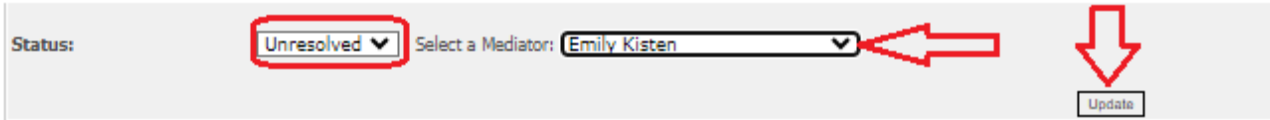
Update



This will allow you to view/edit the above information.

- **Date** : Of grievance, Locked information.
- **Time** : Of grievance, locked information.
- **Type of Grievance** : What type of grievance took place, Locked information.
- **Grievance Against** : Who the grievance is against. Locked information.
- **HR Personal** : HR Personal/ current mediator, Locked information.
- **Account of Event** : Description of the event from employee, Locked information.
- **Your New Comments** : Free text field for the HR personal/mediator to provide feedback.
- **Violations** : Description of the violations that took place as per policies, procedures or guidelines. Locked information.
- **Your New Comments** : Free text field for the HR personal/mediator to provide feedback.
- **Desired Outcome** :
- **Your New Comments** : Free text field for the HR personal/mediator to provide feedback.
- **Status** : Dropdown box to select if the grievance has been resolved or not.

Once done updating the grievance please click on the Update button at the bottom center of the screen.

Resolved Grievances are marked as closed and Unresolved Grievances are escalated to another HR Personal/Mediator to resolve. Once done click on the update button. As shown below.



Status: Unresolved ▼ Select a Mediator: Emily Kisten ▼   Update

A new email as per your setup, will be sent to the new mediator to please login and resolve the grievance, the above steps of “Updating the Outcome of a Grievance” will follow again until the grievance is marked as resolved.