

FOURTH SCHEDULE

Grievance Handling Procedure

1. The procedure for handling grievances is as follows but may be varied where the union and the Government agree to do so:

- (a) the aggrieved worker, the shop steward of the union that represents the worker and the supervisory officer of the worker may seek to resolve the grievance within 3 working days after the grievance has been reported;
- (b) where there is no resolution of the matter in accordance with paragraph (a), the aggrieved party may, in writing, appeal to the Permanent Secretary assigned to the ministry or department within which the office to which the aggrieved party is appointed falls, to determine the matter within 7 working days;
- (c) an appeal shall be brought within 3 working days after the date on which the matter referred to in paragraph (b) ought to be determined;
- (d) where the union representing the worker is dissatisfied with the decision of the Permanent Secretary made pursuant to paragraph (c), the aggrieved party may so inform the Permanent Secretary, Ministry of the Civil Service or Chief Personnel Officer, in writing, and the Permanent Secretary or Chief Personnel Officer shall determine the matter within 10 working days;
- (e) where the aggrieved party is dissatisfied with the decision made pursuant to paragraph (d), he may, within 10 working days of that decision, appeal to the Head of the Public Service;
- (f) where the decision made by the Head of the Public Service is not accepted, the union may declare that a dispute exists.

2. For the purposes of the Schedule “union” means the trade union or other body authorised to represent an officer or employee in respect of employment matters.