



## **TIIGSI INITIATIVE GRIEVANCE AND COMPLAINTS POLICY**

### **1. Introduction**

Tiigsi Initiative aims to foster an open and respectful working environment where concerns can be raised early and resolved fairly. Staff and stakeholders may sometimes feel dissatisfied with decisions, behaviour or working conditions. This policy explains how such grievances and complaints can be raised and addressed.

### **2. Purpose and Scope**

The purpose of this policy is to provide a clear, confidential and timely process for staff to raise work-related complaints and for Tiigsi to respond in an equitable way.

It applies to all employees of Tiigsi. Elements of the procedure may also be used, where appropriate, for interns, volunteers and others working under Tiigsi's management.

### **3. Principles**

- Respect – everyone involved will be treated with dignity and without discrimination;
- Fairness – grievances will be considered objectively, with an opportunity for each party to be heard;
- Confidentiality – information will be shared only with people directly involved in resolving the issue;
- Timeliness – grievances will be handled as quickly as reasonably possible;
- Non-retaliation – no one will be victimised for raising a concern in good faith.

### **4. Informal Resolution**

Where appropriate, staff are encouraged to raise concerns informally with their line manager or another trusted manager at an early stage. Many issues can be resolved quickly through discussion, clarification or mediation without the need for a formal process.

### **5. Formal Grievance Procedure**

If informal steps do not resolve the issue, or if the matter is too serious to be dealt with informally, the following formal procedure applies:

- Step 1 – Written complaint: The staff member submits a written grievance describing the issue, relevant facts and desired outcome to their line manager or HR within a reasonable timeframe.



- Step 2 – Acknowledgement: The recipient acknowledges receipt and forwards the complaint to HR if not already involved.
- Step 3 – Meeting and fact-finding: A manager and/or HR representative meets with the staff member and any other relevant people to understand the situation. Additional information may be gathered as needed.
- Step 4 – Decision: Based on the information collected, Tiigsi will decide what action, if any, is appropriate to resolve the grievance. The decision and reasons will be communicated in writing to the staff member.
- Step 5 – Implementation and follow-up: Agreed actions are implemented and the situation is monitored to ensure that the issue has been addressed.

## **6. Grievance Committee (where applicable)**

For complex or sensitive cases, Tiigsi may establish a small grievance committee, including HR and managers who are not directly involved in the matter, to review the case and make recommendations.

## **7. Right to Appeal**

If the staff member is not satisfied that the grievance has been handled fairly or in accordance with policy, they may appeal the decision within a specified period (for example ten working days). The appeal should be submitted in writing to a higher-level manager or designated body, who will review the case and make a final decision.

## **8. Protection from Retaliation**

Any attempt to threaten, disadvantage or retaliate against a person for raising a grievance or participating in this process is strictly prohibited and may itself be treated as misconduct.

## **9. Record-Keeping and Confidentiality**

HR will keep secure records of formal grievances, decisions and actions taken for an appropriate period. Information will be stored in line with data protection requirements and accessed only by authorised staff.

## **10. Review of the Policy**

This policy will be reviewed periodically and updated as needed to reflect organisational learning, legal changes and best practice in complaint handling.