

## **GRIEVANCE HANDLING POLICY**

Complaints Handling is a strong component of the Core Humanitarian Standard (CHS) and CHA is committed to have its work guided accordingly. A Grievance is an expression of dissatisfaction related directly to the delivery of services, actions or behavior of anyone involved in implementing Centre for Humanitarian Analytics' Projects (CHA), be it staff or any other stakeholder and also non-beneficiaries.

A grievance arises when an employee is dissatisfied on an issue within CHA. Typical grievances may concern terms and conditions of service, discrimination, harassment, or any other unfair treatment by peers or the employee's supervisors.

CHA is committed to fostering a climate of open communication with all employees. This will enable the organisation to listen and respond to employee grievances more effectively.

In the event that a grievance occurs, an employee is encouraged to follow the laid down procedures for addressing their grievances.

### **Procedure**

**Stage 1:** The employee should set out their grievance in writing to their supervisor. If the grievance touches on the supervisor, the grievance should be directed to the next higher level of management. The resolution of the grievance should be done at this level and within 14 calendar days of reporting of the grievance.

**Stage 2:** If the matter is not resolved at stage one, the grievance should be taken in writing to the next level of management by the employee with full knowledge of level one parties within 14 calendar days of reporting.

**Stage 3:** Should the matter remain unresolved the employee may take the grievance in writing to the Chief Executive Officer (CEO)/ Board Chairperson (if the grievance involves the CEO). The CEO/ Board Chairperson may order an investigation into the matter and make their decision based on the findings within one month of reporting. The CEO/Board Chairperson's decision will be final.

### **Notes:**

- It is the responsibility of the employee to raise the grievance
- CHA also allows the use of anonymous letters in the reporting of grievances but it should not be made if there is any alternative
- Grievances will be handled confidentially and no offence will be taken against employees for reporting grievances
- All grievances will be thoroughly investigated and responded to promptly