

Grievance Policy

a. Purpose

The purpose of this document is to provide individual employees and learners with a formal communication channel to lodge their grievances to the attention of management with the objective of resolving them as speedily and as close of the origin as possible

b. Scope

The scope of this policy covers the formal channels of communication to be followed in any dissatisfaction by employees or learners within the organization.

c. References

- Labor Relations act of 1995

d. Definition

A grievance in any dissatisfaction or feeling of injustice an employee or learner has in connection with the work/learning situation, which is brought to the attention of management and merits formal attention management at any level.

e. Policy- Grievance Policy and Procedure

KTRC recognizes the need for formal channel of communication between organization and employees/learner to resolve grievances which individual employees/learner s may have against the organization, one of its employees, against another learner without fear of intimidation or victimization by management or its representatives.

The grievance procedure is not to be used in the case of group grievances, which should be raised through either learner or worker representatives.

The grievance procedure is not to be used in case of matters which are, or have been, the subject of the disciplinary hearing of procedure, e.g. an employee cannot lodge a grievance against a supervisor for taking disciplinary action or hearing and learners cannot lodge a grievance against a learning facilitator assessor, or any employee of **KTRC** for implementing a disciplinary action.

All grievances should be dealt with as soon as possible after the complaint has arisen. The grievance procedure is the only formal way of raising individual grievances with management. This procedure does not, however, in any way prevent employees and learner from discussing problems which concern them in an informal way with their superiors.

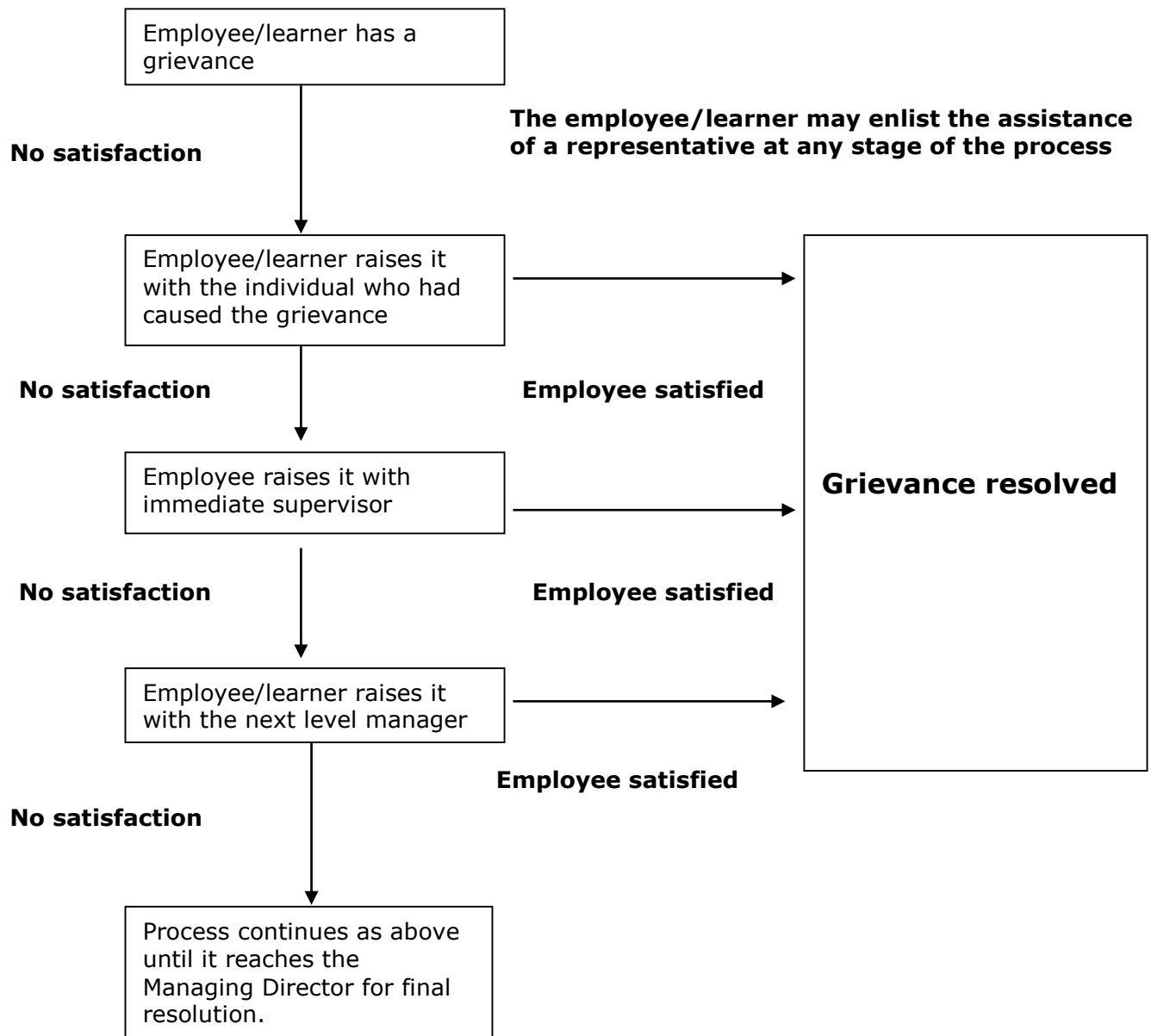
Meeting held to resolve grievances will be held during business hours.

An appointee of **KTRC** may convene a grievance hearing as soon as possible but not later than seven business days after the grievance has been formally lodged.

If the grievance has not been resolved to the satisfaction of the complainant, the grievance will be referred to the next level and the employer shall complete a grievance form.

Witnesses may be called in to assist in the grievance.

GRIEVANCE PROCEDURE



CHECKLIST

Question	Yes	No	Comment
Has the training facilitator, or manager, as the case may be, endeavor to resolve the issue and provided written feedback of the outcome of the grievance to the aggrieved learner/s and other interested parties, within 56 working hours from receipt of the grievance?			
Has the grievance resolved in 56 working hours?			
If the grievance is not resolved, has relevant training facilitator or manager, unless the grievance is withdrawn, referred to the grievance together with a written report on steps taken to resolve the grievance, to an external assessor the service provider for resolution			

Signed at: _____ on this ____ day of _____ 2025

Management signature
signature

Board of Directors' representative