



Grievance Policy and procedures

Policy

FYNO Precision Pte Ltd is committed to encouraging and maintaining good employee relations within a working environment which fosters team working. This policy is for use by employers to provide practical assistance for dealing with grievances or complaints raised by employees. The policy sets out the procedure to follow and the way to deal with any appeals. Following this policy will help to reduce the risk of successful claims by employees.

Procedures

1. **Informal action**

Prepare a written statement setting out the nature of the grievance or complaint. The written statement should be forwarded to the line manager. In case of grievance which is relatively minor, the employer should have a discussion with the employee to see if it can be resolved informally. Should the issues not be resolved at this stage, and then a formal resolution should be sought.

2. **Investigation**

Prompt action must be taken to investigate regardless the matter is informally or formally. Then proceed with a relatively straightforward fact-finding exercise. If the grievance is against the direct reporting manager, could raise the grievance to the next level of management or through Human Resources Department who will allocate an appropriate person to deal with it.

3. **Grievance meeting**

The person dealing with the grievance will make all necessary investigations and will arrange a meeting to discuss the grievance with the employee so that person has an opportunity to explain the complaint. The employee should be asked how he or she thinks the grievance should be resolved and what outcome he or she is seeking.

4. **Decision**

Based on evidence, the employer will need to decide whether to uphold or reject the grievance. The decision should be communicated to the employee, in writing at the soonest and keep records.

5. **Appeal:**

If the grievance has been rejected or partially rejected, the employer should be prepared for an appeal. This should be dealt with by an impartial committee and where possible, a more senior personnel than the person who dealt with the grievance.

Daniel Ng

General Manager