

Blouberg Municipality



CHAPTER 12: GRIEVANCE RESOLUTION POLICY

STATUS: As adopted on the 29 May 2025

1. PREAMBLE

The Blouberg Local Municipality believes in ensuring the highest standards of professional and ethical conduct. In pursuing these, the Municipality shall make all efforts to resolve grievances as quickly as possible with the utmost concern for reconciling and respecting the privacy concerns of staff members.

2. PURPOSE

The purpose is to ensure a fair environment to resolve problems and conflict as quickly as possible, through formal measures beyond informal and verbal interventions.

3. SCOPE OF APPLICATION

This policy applies to all staff members of the Municipality.

4. LEGISLATIVE AND POLICY FRAMEWORK

- Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)
- Municipal Systems Act, 2000 (Act No. 32 of 2000)
- Labour Relations Act, 1995 (Act No. 66 of 1995)
- Employment Equity, 1998 (Act No. 55 of 1998)
- South African Local Government Bargaining Council: Collective Agreements

5. DEFINITIONS

All terminology used in this policy shall bear the same meaning as in the Regulations or applicable legislation, or as defined and / or explained in the Glossary of Terminology in the Human Resources Policies Manual.

6. PROBLEM STATEMENT

Clear grievance procedures are pivotal in ensuring recourse by both parties and to ensure that grievances are resolved in a just and fair manner.

7. POLICY PROVISIONS

7.1 Grievance resolution framework

7.1.1 The grievance resolution framework is aimed at providing management and staff members of the Municipality with a credible mechanism for resolving staff grievances fairly, objectively and expeditiously.

7.1.2 A staff member may not use the grievance resolution mechanisms –

- (a)** to amend any performance agreement or terms and conditions of any performance agreement concluded between that staff member and the Municipality;
- (b)** to process a disciplinary matter or dismissal; or
- (c)** for the purposes of collective bargaining.

7.1.3 All grievances shall be resolved as soon as possible and at the lowest possible level in the reporting structure.

7.1.4 A grievance that is brought to management's attention shall be considered in a fair manner.

7.1.5 Neither staff member nor his or her representative shall suffer any prejudice, directly or indirectly, including victimisation or occupational prejudice, in their employment because they lodged or participated in a grievance in terms of this policy.

7.1.6 The grievance proceedings shall be conducted in compliance with the standards of procedural fairness, using the latest or updated version of the grievance procedure entered by parties to the SALGBC.

7.1.7 The parties to the grievance shall disclose relevant documents which may assist to resolve a grievance except that no party is required to disclose information that –

- (a)** is legally privileged;
- (b)** the Municipality cannot disclose without contravening a prohibition imposed on it by any law or order of any court;

- (c) is confidential and, if disclosed, may cause substantial harm to a staff member or the Municipality; or
- (d) is private personal information relating to a staff member, unless that member of staff consents to the disclosure of the information.

7.1.8 All proceedings and meetings relating to a grievance shall be considered to be confidential.

7.2 Roles and responsibilities

7.2.1 The Municipal Manager or his / her delegated assignee(s) accept overall responsibility for the implementation and monitoring of the policy.

7.2.2 The financial implications related to implementing this policy shall be qualified and quantified by Human Resource Management in consultation with the Chief Financial Officer.

8. POLICY MONITORING AND EVALUATION

8.1 This policy shall be implemented and effective once recommended by the Local Labour Forum and approved by Council.

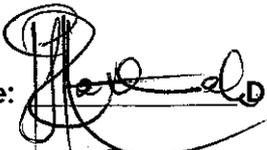
8.2 Non-compliance to the stipulations contained in this policy shall be regarded as breach of Code of Conduct, which shall be dealt with in terms of the Code of Conduct.

8.3 Head of Corporate Services shall carry out the monitoring and evaluation of the policy's implementation.

9. POLICY APPROVAL

This policy was formulated by HR Management in consultation with the Local Labour Forum.

Authorised by Municipal Manager:

Signature:  Date: 29/05/2025

Recommended by Portfolio Committee on Corporate Services:

Signature:  Date: 29/05/2025

Approved by Municipal Council:

Signature:  Date: 29/05/2025