

EFSCRJ Grievance Procedure

1. Purpose

This procedure provides a fair, transparent process for resolving workplace concerns, complaints, or disputes at EFSCRJ, in alignment with our values of justice, dignity, and accountability.

2. Scope

Applies to all staff, volunteers, interns, and contractors regarding:

- Working conditions
- Interpersonal conflicts
- Unfair treatment
- Policy violations
- Other employment-related concerns

3. Guiding Principles

- Confidentiality: All grievances handled discreetly
- Impartiality: Fair investigation without prejudice
- Timeliness: Resolution within defined timeframes
- Non-Retaliation: Protection for good-faith complainants

4. Step-by-Step Procedure

Stage 1: Informal Resolution

- Timeframe: Within 5 working days
- Process:
 - i. Employee discusses concern directly with involved party
 - ii. May involve supervisor as mediator if needed
 - iii. Document any agreed solutions

Note: Sexual harassment or criminal matters skip to Stage 3

Stage 2: Formal Written Grievance

- Timeframe: 10 working days from submission
- Process:
 - i. Submit written grievance to immediate supervisor using [Grievance Form]
 - a. Include: dates, details, witnesses, desired outcome
 - ii. Supervisor investigates and provides written response.
 - iii. If unresolved, escalate to HR Manager.

Stage 3: HR Review

- Timeframe: 15 working days
- Process:
 - i. HR conducts impartial investigation

- a. Interviews involved parties
 - b. Reviews evidence
- ii. Issues findings and recommendations
- iii. Implements corrective actions if warranted

Stage 4: Executive Appeal

- Timeframe: 20 working days
- Process:
 - i. If unsatisfied, appeal to Executive Director
 - ii. ED reviews case with Governance Committee
 - iii. Final decision communicated in writing

5. Special Cases

- Group Grievances: Treated as collective case
- Anonymous Reports: Investigated but may limit resolution options
- Criminal Matters: Immediately referred to authorities

6. Records and Monitoring

- All grievances logged in confidential register
- Annual report of trends (without names) to Board
- Documents retained for 5 years per Data Policy

7. Protection Against Retaliation

- Strict prohibition of victimization
- Retaliation treated as disciplinary offense

8. Alternative Options

After exhausting internal process, complainants may contact:

- Department of Labour
- The Gambia Police Force
- National Human Rights Commission
- Relevant public and professional bodies

Grievance Officer:

Policy Review: Every 2 years or as needed

Approval Date: June 1, 2025

Next Review Date: June 1, 2027

This procedure complies with Gambian labour laws and EFSCRJ's Code of Conduct.

"Justice begins with fair processes."