

MINISTRY OF ECONOMY
EMPLOYEE GRIEVANCE POLICY
INTERNAL USE ONLY

1.0 INTENT

- 1.1 This policy intends to provide employees the right to get all their employment related concerns fairly and efficiently addressed to MOE.

2.0 REFERENCE DOCUMENT

- 2.1 The policy is issued to complement requirements under the Fijian Civil Service Discipline Guideline.

3.0 APPLICATION

- 3.1 This Policy is applicable to all employees except for the Permanent Secretary of Economy.

4.0 ABBREVIATIONS

Discipline Guideline - Fijian Civil Service Discipline Guideline.
HOA – Head of Administration
HOS - Heads of Sections
MOE – Ministry of Economy
PS - Permanent Secretary for Economy

5.0 REQUIREMENTS OF THE POLICY

5.1 VALIDITY PERIOD

- 5.1.1 Any grievance must be submitted within six months from the date of the alleged grievance, clearly stating the extent of the grievance and when this grievance was noticed by the employee.
- 5.1.2 If the grievance is not submitted within this period, the Ministry may not be obliged to consider the employee's grievance.

5.2 GRIEVANCE PROCESS

- 5.2.1 Any grievance apart from sexual harassment, shall be referred by the employee, in writing, to the employee's immediate supervisor.
- 5.2.2 The supervisor may refer the matter to his/her Supervisor, HOA, or PS for resolution.
- 5.2.3 The employee's grievance shall be responded within five (5) working days. If the aggrieved is not satisfied with the supervisor's resolution, he or she shall, in writing, refer the grievance to higher authority within the Ministry. The escalation shall be as per the organizational hierarchy to senior supervisor(s) reaching the HOS.
- 5.2.4 If the employee still feels the outcome of the grievance is not satisfactory, he or she may further refer the grievance, in writing, to the PS within a period of ten (10) working days. The PS shall then provide his/her interpretation of the provisions to come to a resolution.
- 5.2.5 Should the employee be not satisfied with the Ministry's written response, the employee may refer the grievance to the Mediation Services of the Ministry of Employment, Productivity and Industrial Relations.

5.2.6 In case of lack of confidence in the immediate supervisor and the supervisors, the aggrieved may bypass the supervisors, and take the matter directly to higher levels of line authority within the organizational hierarchy reaching the HOS or PS.

5.2.7 Consideration of all grievances by employees must be within the principles of natural justice.

5.2.8 All discussions must be kept in chronological order in the employees' file.

5.3 CONFIDENTIALITY

5.3.1 Any grievance made known to the Ministry must be kept confidential between the parties unless circumstances require otherwise.

5.3.2 The onus of keeping the grievance confidential is on both, the employee and the Ministry.

5.3.3 Any attempt, directly or indirectly, to air the grievance through any channel other than as outlined above, is deemed to be a gross misconduct.

6.0 EFFECTIVE DATE

6.1 This Policy will come into effect on the date of its endorsement by the PS.

7.0 REVIEW OF THE POLICY

7.1 The Policy will be reviewed after every two (2) years, or earlier if necessary



Makereta Konrote
Permanent Secretary