



OPEN BIBLE STANDARD CHURCHES OF T. & T. INC.

National Office

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GRIEVANCE PROCEDURE

1.0 PURPOSE:

To foster communication between Employee (Minister, Institutional and National Ministry Head) and the Organization by providing a formal mechanism for expressing complaints or conditions that adversely affect them without fear of reprisal, ensure that ministers/employees' concerns and problems are recognized and addressed appropriately and ensure fairness in resolution processes.

2.0 SCOPE:

This procedure applies to all personnel inclusive of Minister, Employee, Institutional and National Ministry Head.

3.0 RESPONSIBILITY

3.1 Director of Administration

- 3.1.1 To provide the reporting forms to every Minister, Employee, Institutional and National Ministry Head when needed
- 3.1.2 To direct the completed form to the responsible person as per 3.1.1 relevant ministry head, Institutional head and departmental head
- 3.1.3 To maintain accurate records of all grievance matters and their resolutions

3.2 Ministry/Institutional Head

- 3.2.1 To inform their subordinates of the procedure
- 3.2.2 To direct them to the relevant persons responsible for beginning the grievance process
- 3.2.3 To receive the grievance form and investigate accordingly
- 3.2.4 To elevate to the next level

3.3 National Board or its Representatives

- 3.3.1 To address outstanding grievance which were unable to be resolved at the lower levels
- 3.3.2 To seek external advice where the outstanding grievance requires it
- 3.3.3 To finally determine an outstanding grievance

3.4 Employees

- 3.4.1 To comply with the grievance procedure if a grievance exists
- 3.4.2 To report and submit the grievance on the prescribed form

4.0 REFERENCES

- 4.1 Industrial Relations Act of T&T 1972

5.0 DEFINITION

- 5.1 Grievance - a real or imagined wrong or other cause for complaint or protest, especially unfair treatment
- 5.2 Employee – Ministers, employees, Institutional and Ministry Heads
- 5.3 Organization – Open Bible Standard Churches of T&T Inc
- 5.4 Supervisor – Person who supervises an employee/activity

- 5.5 Line Superior – Is the person above the employee’s supervisor
- 5.6 National Board - National Board of Directors of T&T Inc. or its Representatives
- 5.7 One (1) week – five working days

6.0 PROCEDURE

6.1 Step One

- 6.1.1 Employees should initially direct their grievance to their immediate supervisor within two (2) weeks.
- 6.1.2 The immediate supervisor should respond to the employee’s grievance within one (1) week.

6.2 Step Two

- 6.2.1 If the discussion with the immediate supervisor does not resolve the outstanding matter to the mutual satisfaction of the employee or if the supervisor does not respond to the complaint, the aggrieved employee should inform his immediate supervisor that he intends to elevate the matter to the next level of supervision
- 6.2.2 Upon receipt of the formal complaint, the Line’s Superior must schedule a meeting to discuss the concern and issue a decision within one (1) week or within a mutually agreed timeframe.

6.3 Step Three

- 6.3.1 If the employee is dissatisfied with the decision of the Line’s Superior, the employee may take his/her concern to the National Board to investigate the grievance.

- 6.3.2 The National Board or its Representatives will call a meeting within one (1) week with the parties directly involved to facilitate a resolution. The National Board may gather further information from involved parties. All involved individuals, other than the National Board, will be charged with the responsibility of not discussing the situation with any other employees or with the complainant employee.
- 6.3.3 Upon resolution, the National Board will provide feedback to the employee and the supervisor on the outcome, within one (1) week.
- 6.3.4 The National Board shall ensure all grievance records are kept in strict confidence
- 6.3.5 The National Board or its representative's decision shall be considered the final internal step in this grievance procedure.

6.4 **Additional Guidance**

If an employee fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem shall be considered settled on the basis of the last decision and the problem submitted by the employee shall not be subject to further consideration. Exceptions to this will be in instances where the employee is hospitalized, incapacitated due to injury/illness or out of the country. In the event the employee is abroad, electronic submission of the grievance form/appeal will be accepted within the same reporting time.

Because problems are best resolved on an individual basis, the Grievance Procedure may only be initiated by individual employees and not by groups of employees.

No one will be retaliated against or penalized for filing a good faith complaint under this procedure.

7.0 APPENDIX

7.1 Grievance Forms

7.2 Employee perceives unfair treatment in a particular matter

Employee meets with immediate supervisor to discuss the issue/concern within one (1) week

Resolved? No

Employee informs immediate supervisor that he/she intends to meet formally with the Line Superior and schedules a meeting

Line Superior meets with employee within one (1) week and gives a decision

Resolved? No

Employee takes concern/issue to The National Board or its Representatives who conduct investigations within one (1) week

The National Board or its Representatives facilitate a resolution

The National Board or its Representatives meet with employee and supervisor to provide feedback on the outcome within one (1) week of concluding investigations