



Province of the
EASTERN CAPE
EDUCATION

LABOUR RELATIONS

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Standard Operating Procedures: Grievances

Business Process Name: Grievance Management

Scope: All employees of the Eastern Cape Department of Education

Legislative Framework:

- Constitution of RSA
- Labour Relations Act 66 of 1995
- Employment of Educators Act 76 of 1998
- PAM, Chapter G
- Public Service Act of 1996
- Public Service Regulations 2015
- The Promotion of Administrative Justice Act 3 of 2000
- The Promotion of Access to Information Act 2 of 2000
- PSCBC Resolution 14 of 2002
- Public Service Commission Act 46 of 1997

Purpose:

- To manage and facilitate the resolution of grievances in a prompt and fair manner within the 30 days of it being brought to the attention of the employer.

Principals:

- A grievance must as far as possible be resolved by an employer and as close as possible to the point of origin.
- Grievances should be dealt with in a fair impartial and just matter.
- Enhance sound labour relations.

	Stages	Activity	Responsibility	Timeframe
1.	Incident	An aggrieved employee lodges a written grievance with the supervisor within 90 days of its occurrence. (Use form G1 for educators and applicable form for Public Service Act employees.	Aggrieved Employee	5 working days
2.		The supervisor to attend to the grievance and confer to the grievant. The supervisor may call a meeting of all affected parties.	Supervisor	3 Working Days
3.		Whether grievance is resolved or not it must be reported to Labour Relations.	Supervisor	Within 5 working days
4.	Preparing for hearing	If unresolved, Labour Relations to attend to the grievance and in so doing may convene a meeting of the affected parties or correspond in writing to the relevant section (in case of non-payment of salary or benefit to respond in writing to the employee), for that section to	CES: Labour Relations (District) Director: Labour Relations (Province)	3 Days

