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Grievance Request User Manual

**Prepared for**

**CEM Business Solution**

**Project**

**Microsoft Dynamics AX 2012 – HRMS and Payroll**

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**Change Record**

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| --- | --- | --- | --- |
| **Date** | **Author** | **Version** | **Change reference** |
| 30/11/2018 | Dowlath | 0.1 |  |
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**Abbreviations**

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# Process Overview

A **grievance** is any dissatisfaction or feeling of injustice having connection with one's employment situation which is brought to the attention of **management**.

Disputes occur frequently in organizations big and small across the country. Thankfully most are resolved in an informal way internally and do not end up as a costly and time consuming case at the Labor Relations Commission, the Employment Appeals Tribunal or the Labor Court. In fact conflict is normal and largely unavoidable and if harnessed correctly can be used to benefit your organization in order to stimulate creativity and facilitate change.

# Introduction

Grievance management process is set up through the following processes;

* Setting up Grievance types and Final Actions
* Grievance request for an employee
* Grievance request approval and processing

# SET-UP

## Grievance type

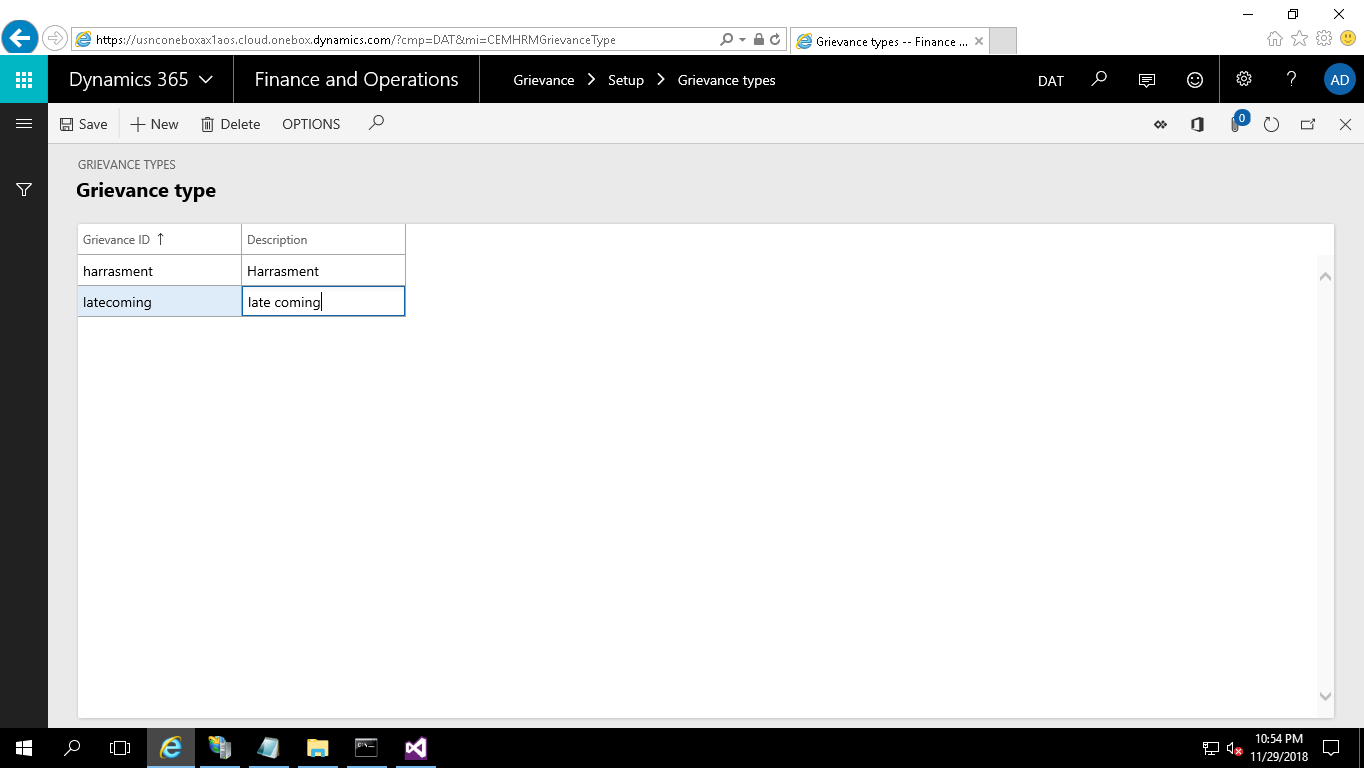
This form is used to enter the different types of grievances that may occur in the organization. Typically, you set these parameters before you start to manage grievances. You can change these parameters at any point of time. To get started, you will have to enter the type of grievance by following the path

**Path:** Legal Entity | modules| Grievance |setup| **Grievance Types (human errors at work)**

**Demonstration:**

This demonstration shows how to set up a Grievance type

1. Click **Grievance| Setup | Grievance Types**.
2. Click **New**.
3. Enter the **Grievance ID** and the **Description** of the offence.



## Final Action

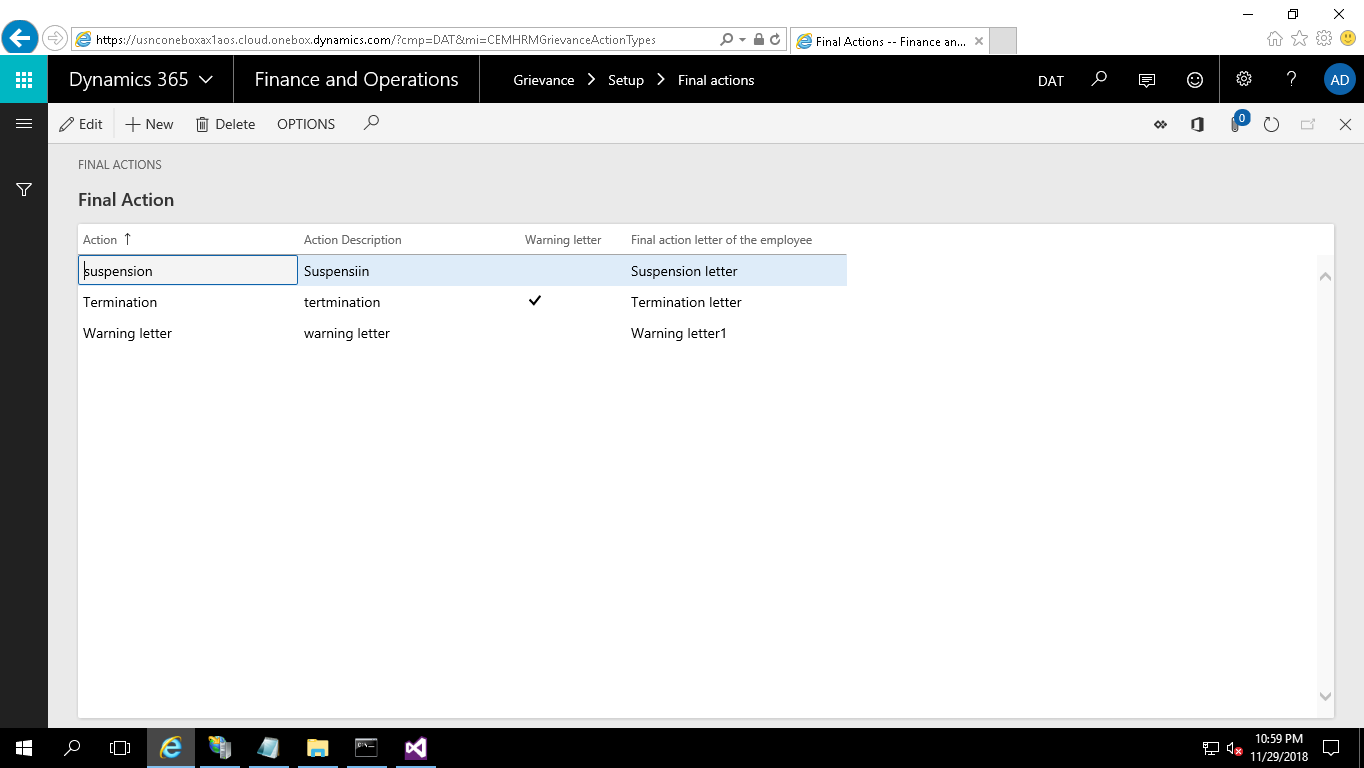
The ’Final Action’ refers to the culminating decision of the HR Manager in response to an employee's misconduct.

**Path:** Legal Entity | modules| Grievance |setup| **Final Action**

**Demonstration:**

This demonstration shows how to set up a Final action

1. Click **Grievance| Setup | Final Action**.
2. Click **New**.
3. Enter the **Action ID** which is the final action that will be taken, and enter the **Action Description** to describe the final action
4. **Warning Letter** checkbox is used to check for issuing of warning letter. If checked a warning letter will be posted to the corresponding person or group-of-people else no.
5. **Final Action Letter** lists out all the final actions which are **Not Required**,**Warning letter1**, **Warning letter2**,**Suspension letter**,**Termination letter**

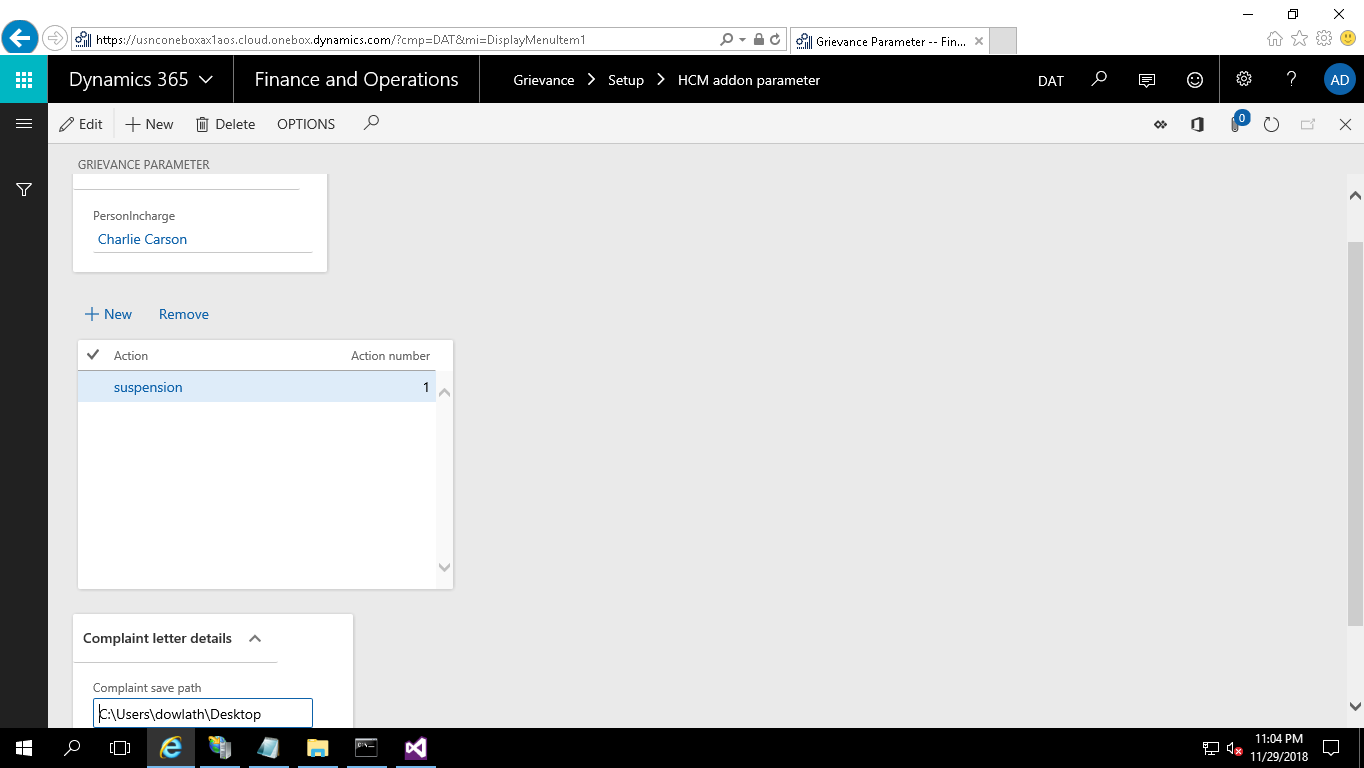


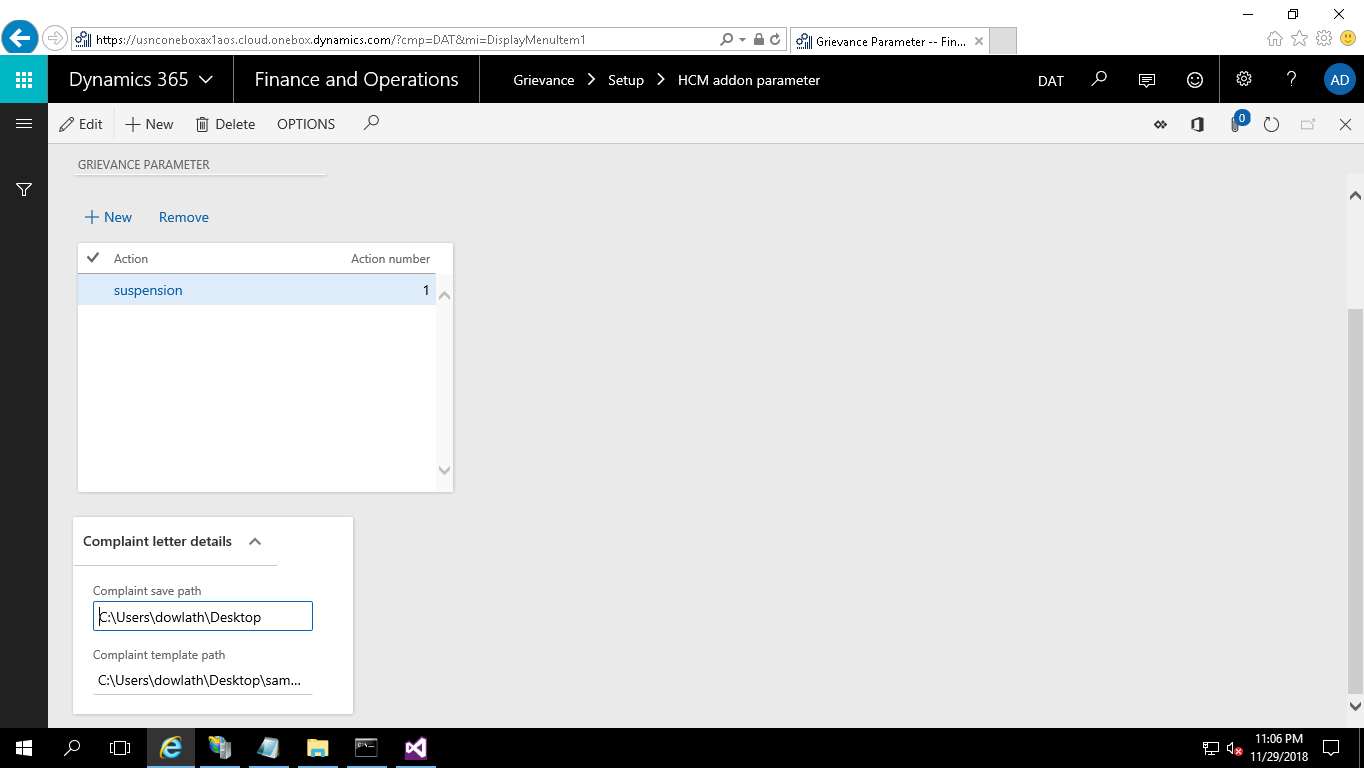
## Warning letter template

Warning letters can be issued to the employees against whom grievance is proved.

This warning letters will be generated in MS Word format using pre-defined templates. To setup warning letters against each action type navigate to

**Path: Legal Entity |** Modules | Setup **|** HCM addon Parameters





**Demonstration:**

This demonstration shows how to set up document details for the warning letter

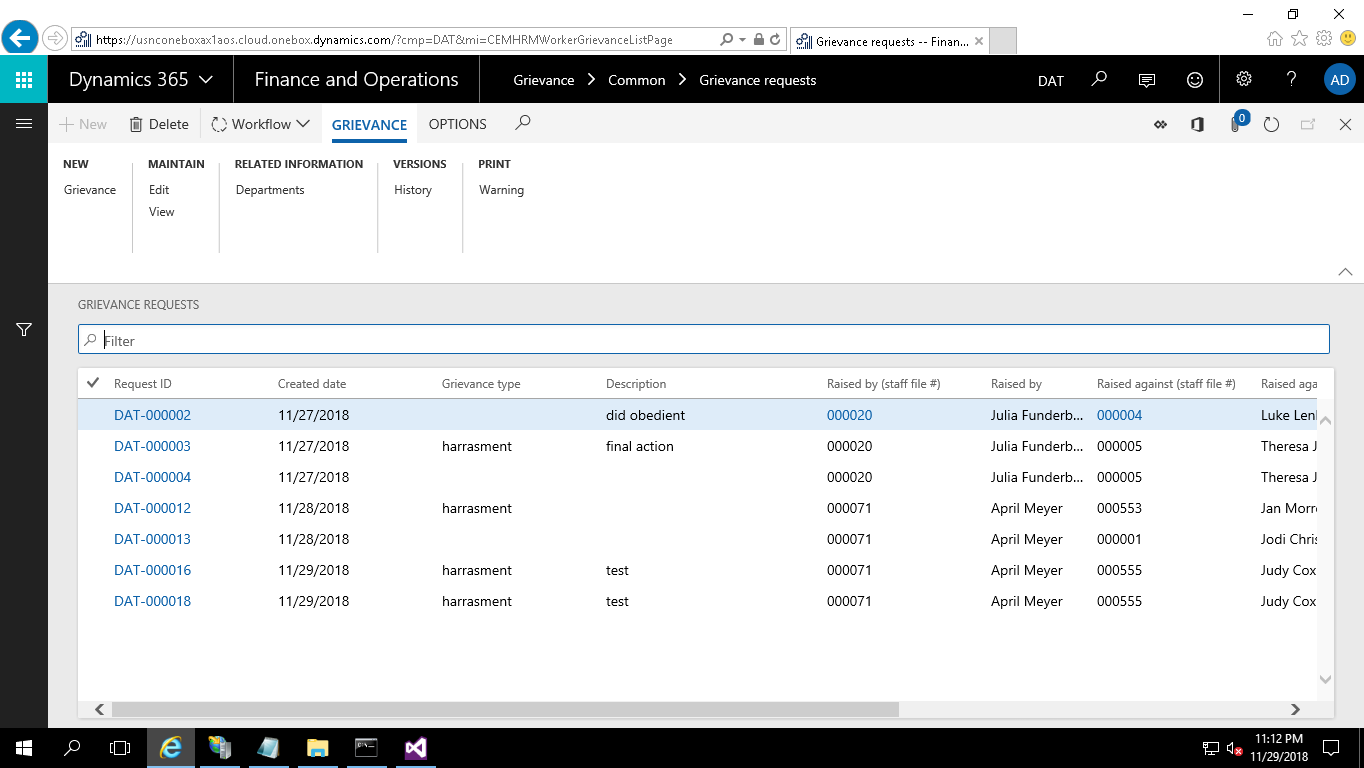
**Complaint Template path:** Select the folder path where all the templates are stored.

**Complaint Save path:** Select a folder to save generated warning letters.

* Click **New** button.
* Select **Action type**. Ex: Suspension.
* System will generate **action number** as 1. If you add same action again, action number will become 2.
* Select the template name in **Document ID** field

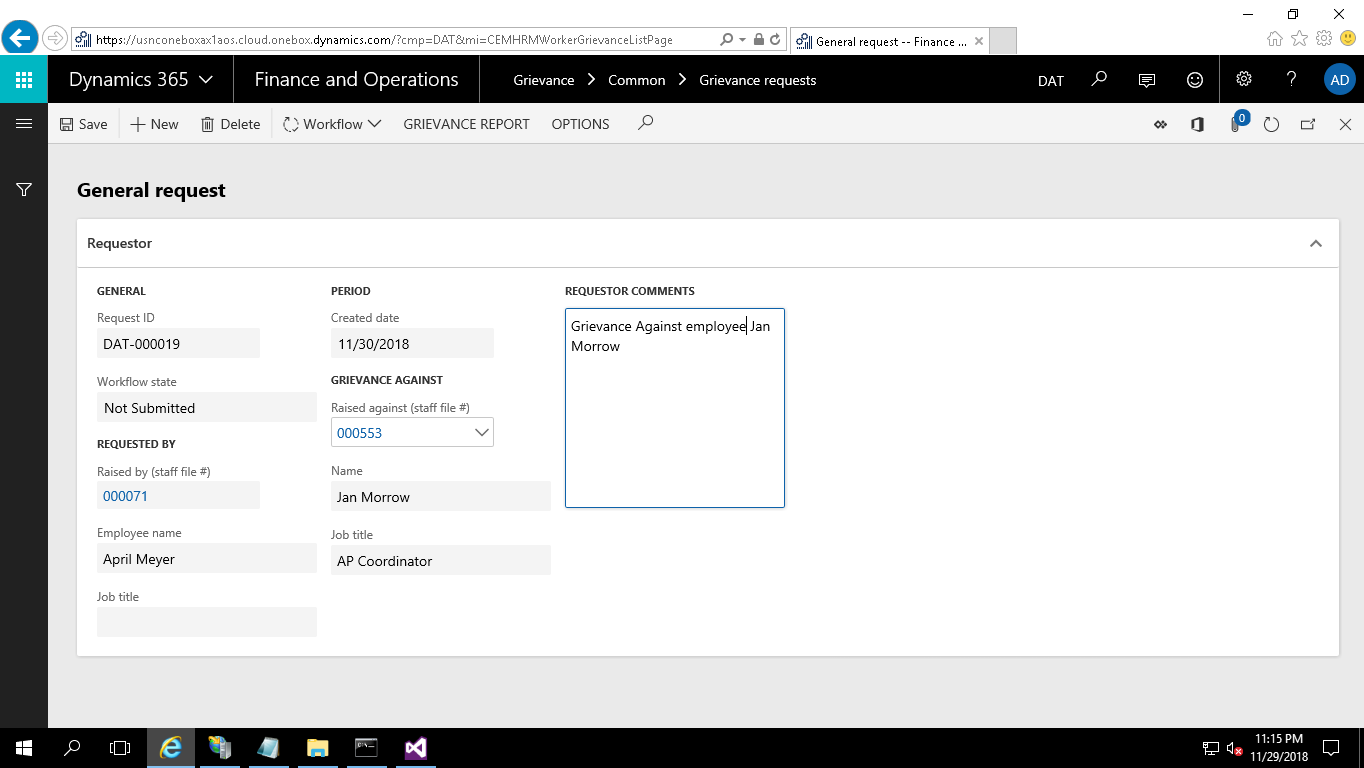
# COMMON PROCESS IN RICH CLIENT

**Path:** **Legal Entity |** Grievance | Common **|** Grievance requests



## Create Grievance

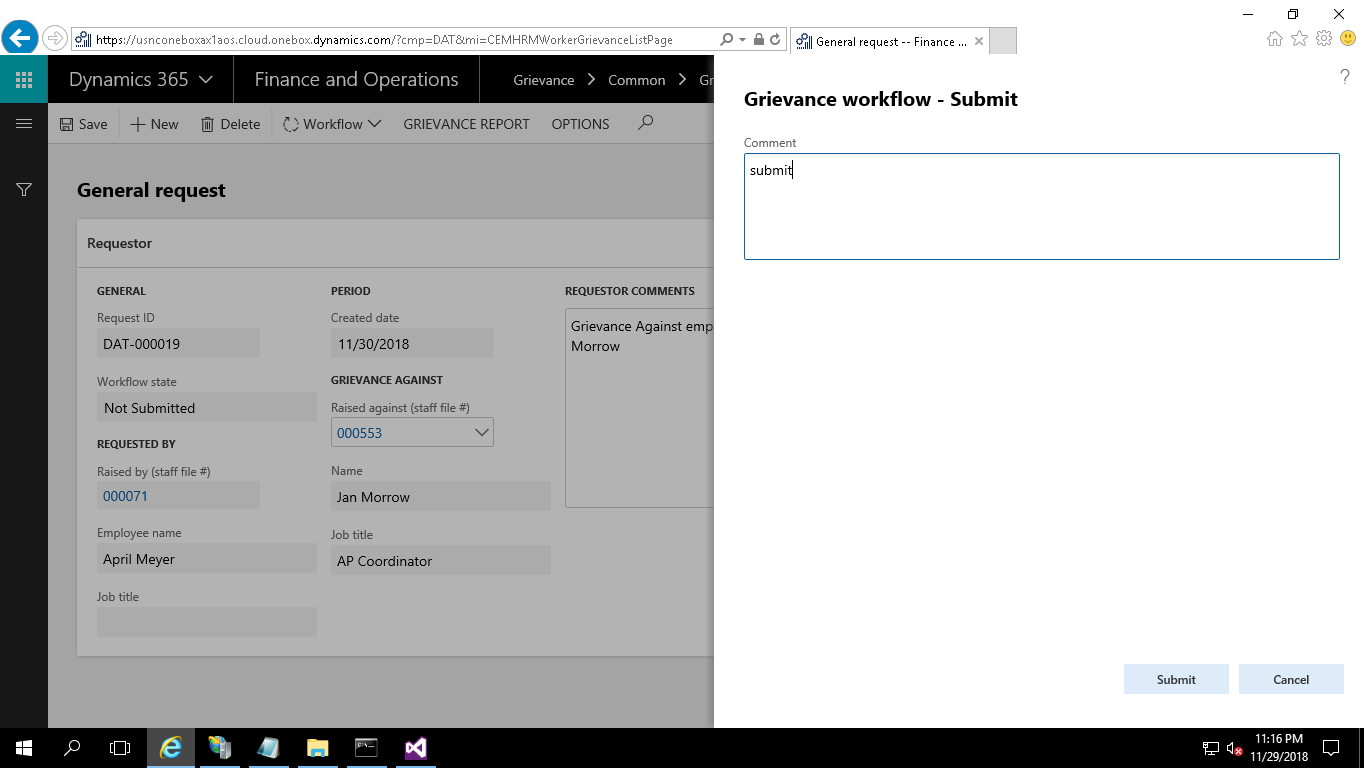
To create Grievance the mandatory fields Grievance ID, Justification, Requested for employee details must be filled in.



**Demonstration:**

This demonstration shows how to create Grievance for an employee

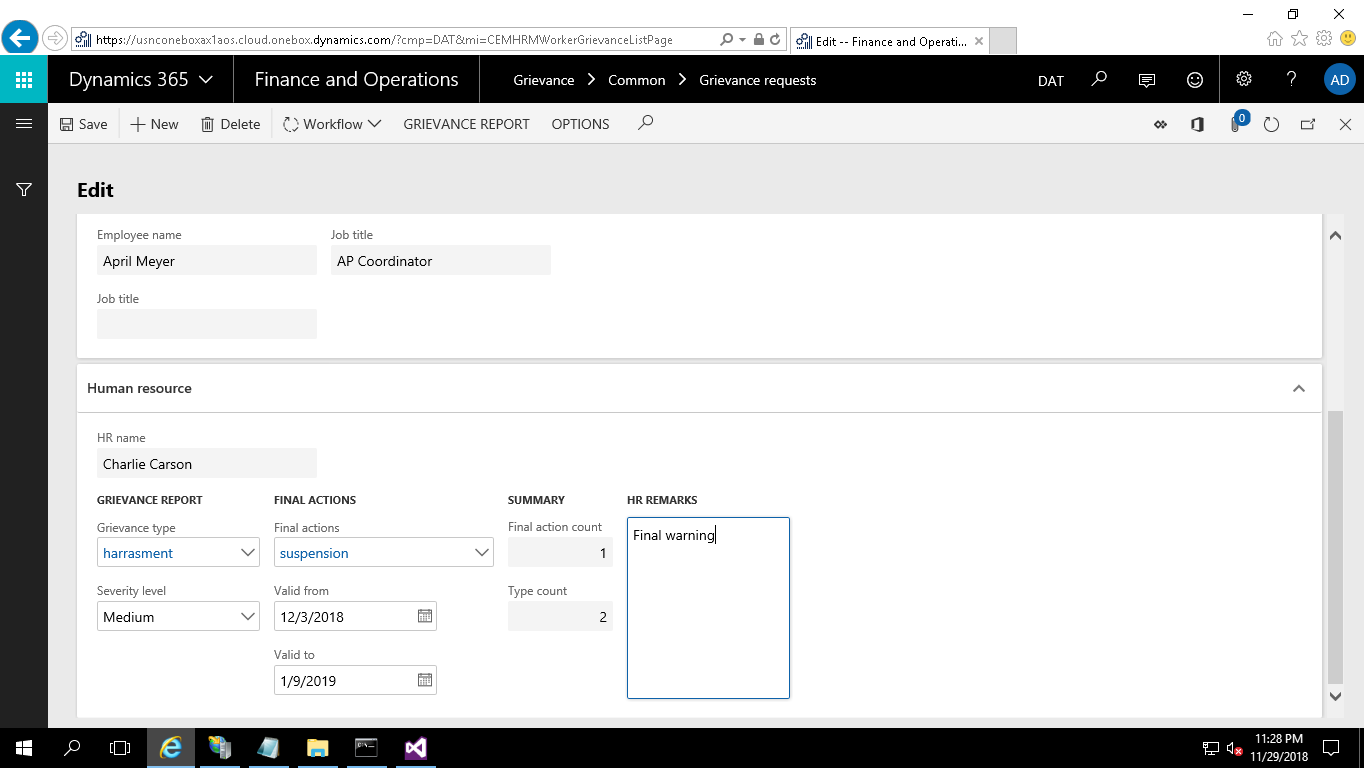
1. Click **Human Resource |Common | HR-Operations | Grievance requests.**
2. Click **Grievance** buttonunder **New** group
3. Select the Employee for grievance.
   1. Expand the **Requestor/Manager** fast tab.
   2. **Request ID**, **workflow state and created date** fields under **Requested by** group is automatically updated with general setup.
4. In requested by field
   1. Raised by field is updated automatically based on the person who raises the request. Based on that the employee name will be updated.
   2. Job title updated automatically based on employee master.
5. In “Grievance against” field
   1. Raised against field is updated automatically based on the person who raises the request. Based on that the employee name will be updated.
   2. Job title updated automatically based on employee master.
6. Requestor comments are filled by the requestor.
7. Hit Ctrl+S keys to save the form.

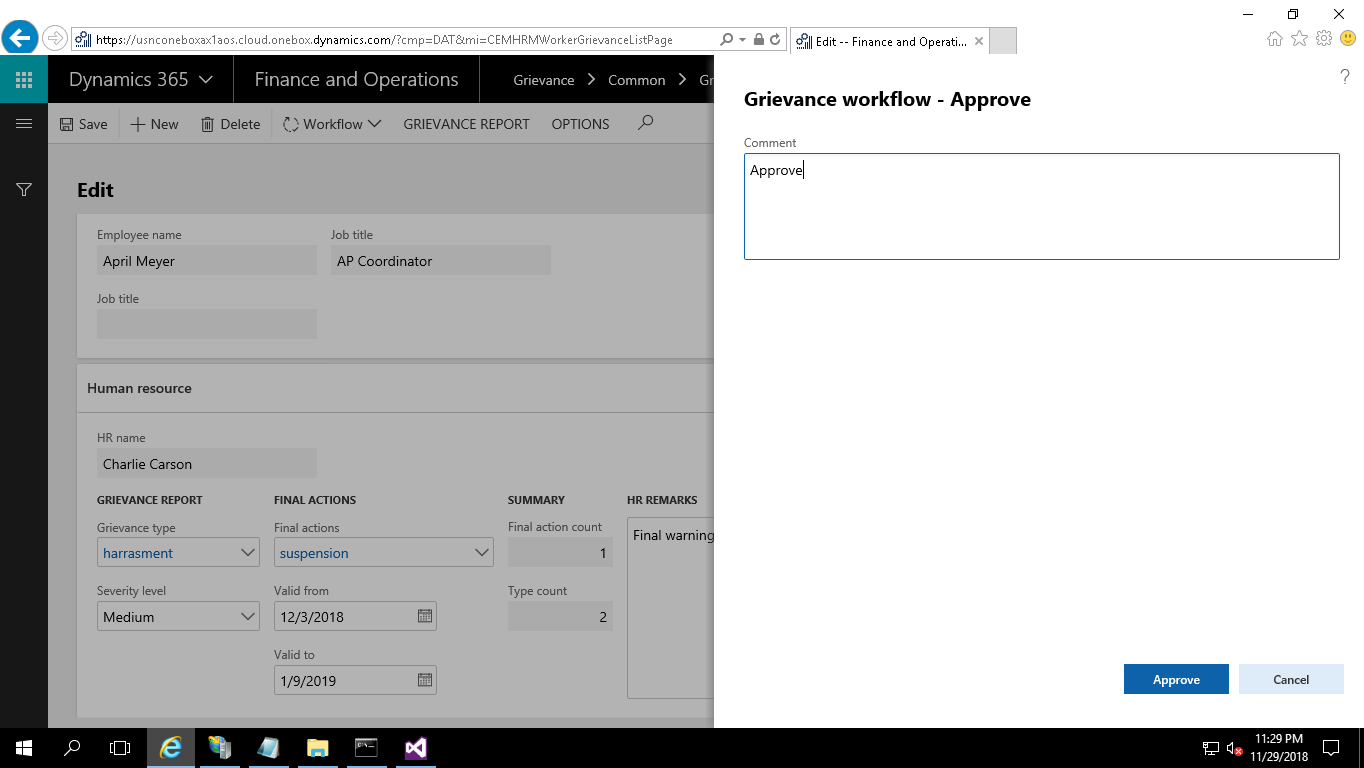


1. Click the Submit button to initiate the Grievance Approval Workflow.

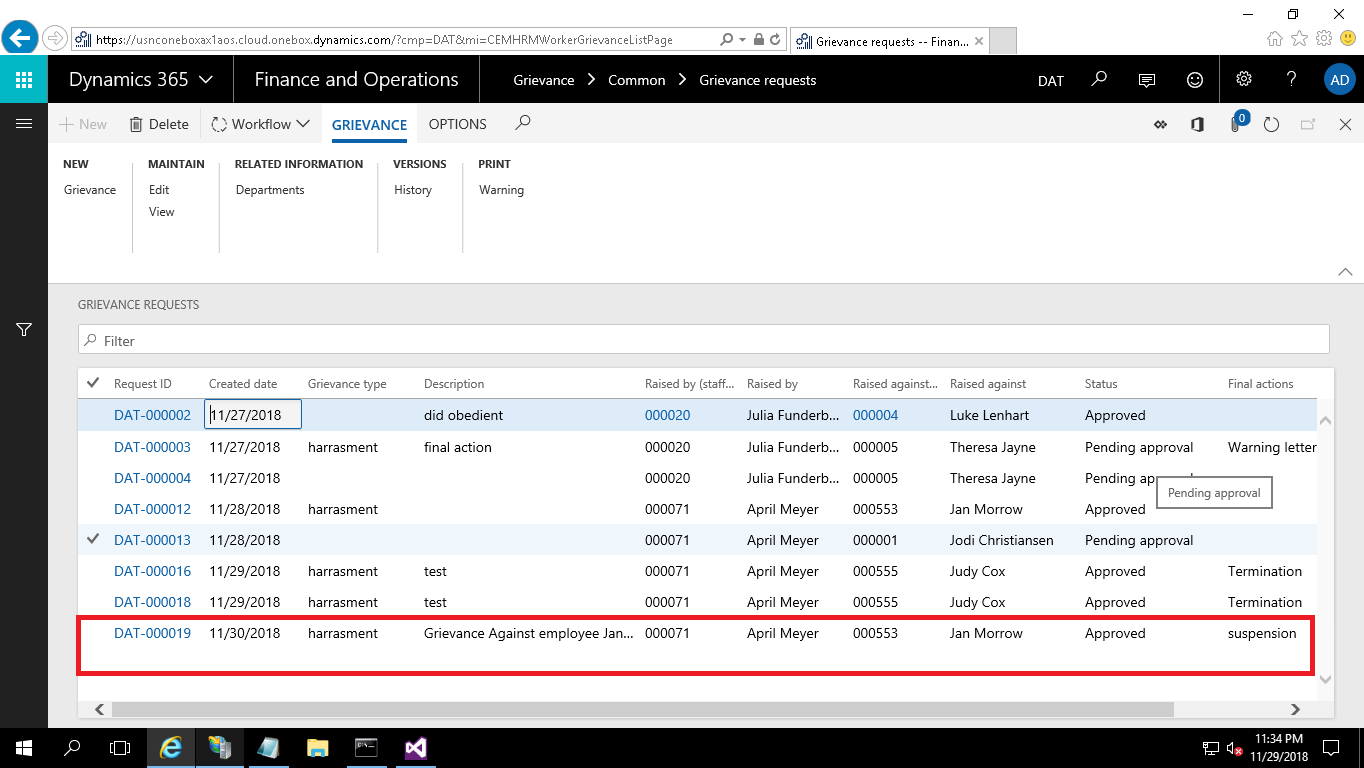
## Grievance Approval

1. Once the grievance request is submitted, a workflow is initiated and channeled for HR’s approval.
2. The approving HR will receive a notification to approve the Grievance request and it is either approved or rejected.
3. The **Human Resources** fast tab is enabled to the approving HR.
4. Under **Grievance** Tab, grievance type feed is selected from the dropdown which is maintained in setup.
5. Under **Final Action tab,** the final action is selected from the dropdown which is also maintained in setup.
6. **Valid from** and **valid to** field should be updated based on the time period estimated for the grievance.
7. Once the process is complete, click on approve so that the record status changes to ‘Approved’.





Once the grievance request is approved by the HR, it gets updated in the grievance details form.



## Grievance History

The grievance details can be found in grievance history form as shown below.

