

WFL 101

A Guide to Grievance Handling

WFL

1. Draft and Document
2. Inform Internally
3. Protect Personnel
4. Communicate for Closure

Workplace Fairness Legislation (WFL) 101 is an infographic series to support your organisation in the journey towards building a fairer and more harmonious workplace.

The **WFL** will require employers to put in place **proper grievance handling processes**.

Here are 4 steps to implementing a grievance handling process.

1 Draft and Document

Your policy should state the definition of a grievance; and the objective and intention of the grievance handling procedure.

It should cover:

- How can employees raise grievances?
- How will their grievances be treated?
- Who should they approach for guidance?
- When will they receive a response?

Best practices:

Train the grievance handler:

- On latest policies and procedures.
- To manage grievance and resolve conflicts amicably.

2 Inform Internally

Communicate the grievance handling policy and procedures via various channels that are available to all staff, e.g.:

- Employee handbooks
- Internal memos
- Orientation or staff meetings
- Collective agreement (if unionised)

Best practice:

Ensure that your communication channels are inclusive by considering the diverse needs of your employees.

3 Protect Personnel

Keep details of the grievance and the affected staff confidential.

Best practices:

- Have a secure and confidential reporting channel for employees to submit their grievance reports such as a dedicated email address.
- Train supervisors or managers on how to handle sensitive information appropriately.
- Choose a conducive venue that is private for any inquiry meetings.

4 Communicate for Closure

Provide closure to the grievance by communicating any decision or actions taken to the affected staff, e.g. through a private meeting.

Best practices:

- Properly document any discussions or actions to be taken following the meeting for transparency.
- Give space and time for staff to process the information and make decisions regarding next steps, which may include making an appeal.



To learn more about the upcoming WFL and what to expect, visit www.tal.sg/tafep/workplace-fairness.

