



JHR GENERAL SUPPLIER COMPANY LIMITED

P.O. Box 2310

Morogoro (M), Tanzania

Email: info@jhrgeneralsupplier.co.tz | johansen.herman@jhrgeneralsupplier.co.tz | jhrgeneralsupplier@gmail.com

Website: www.jhrgeneralsupplier.co.tz

Mobile: 0714 911 453 | 0783 113 700 | 0754 321 990 | 0784 664 027

Grievance Procedure

JHR General Supplier Company LIMITED

Effective Date: January 1, 2025

Approved by: YASSIN YUSSUFU MASHUUBU , CHAIRMAN OF BOARD OF DIRECTOR

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1. Purpose

The purpose of this procedure is to provide all employees of **JHR General Supplier Company LIMITED** with a clear, structured, and fair method for raising concerns, complaints, or issues (collectively referred to as "grievances") related to their employment or the workplace environment.

2. Scope

This procedure applies to:

- All full-time, part-time, temporary, and contract employees
- Interns, apprentices, and volunteers
- Any person working under the supervision or on behalf of the Company

3. Policy Statement

JHR General Supplier Company LIMITED is committed to creating a positive working environment where concerns are dealt with **promptly**, **confidentially**, and **without fear of retaliation**. All grievances will be handled with impartiality, respect, and in accordance with applicable laws and internal company policies.

4. Definition of a Grievance

A **grievance** is any concern, problem, or complaint that an employee wishes to raise regarding:

- Terms and conditions of employment
- Work relationships, including bullying, harassment, or unfair treatment
- Disciplinary actions or performance evaluations
- Health and safety concerns
- Violation of company policies or procedures

5. Principles

- All grievances will be taken seriously and addressed in a timely manner.
- Employees have the right to be accompanied by a colleague or representative at formal grievance meetings.
- There will be no retaliation against individuals who raise grievances in good faith.
- Confidentiality will be maintained throughout the process.

6. Grievance Procedure Steps

Step 1: Informal Resolution (Optional but Encouraged)

Employees are encouraged to first address concerns directly with the person involved or speak with their immediate supervisor/manager for an informal resolution.

- ◆ **Objective:** Resolve misunderstandings quickly and at the lowest level.
- ◆ **Timeframe:** Within 5 working days of the incident.

Step 2: Formal Grievance Submission

If the issue cannot be resolved informally or is of a serious nature, a **formal written grievance** should be submitted.

- Use the **Grievance Form** (available from HR or the company intranet)
- Submit to:
 - **HR Department**, or
 - **Line Manager**, or
 - **Grievance Officer** (if appointed)

- ◆ **Include:** A detailed description of the issue, dates, people involved, and any supporting evidence.
- ◆ **Deadline:** Within 10 working days from the incident or failed informal resolution.

Step 3: Investigation and Hearing

A designated manager or HR representative will:

1. Acknowledge receipt of the grievance within **3 working days**.
2. Conduct an impartial investigation, including interviews and review of evidence.
3. Hold a formal grievance hearing, where the complainant may present their case.

- ◆ The employee has the right to be accompanied at the hearing.
- ◆ A written outcome will be provided within **10 working days** of the hearing.

Step 4: Appeal Process

If the employee is not satisfied with the outcome, they may file an **appeal** in writing within **5 working days** of the decision.

- The appeal should be directed to **Senior Management** or the **Appeals Panel**.
- A second hearing may be held, and a final decision will be issued within **10 working days**.

◆ This decision is final and concludes the internal grievance process.

7. Record Keeping

All grievance records, including investigation notes, correspondence, and meeting outcomes, will be kept confidential and stored securely by the HR Department for a minimum of **5 years**.

8. Confidentiality

Grievances will be handled with the highest level of confidentiality. Only individuals involved in the investigation and resolution process will have access to the information

9. Protection from Retaliation

No employee will be victimized, harassed, or retaliated against for filing a grievance in good faith. Any form of retaliation may lead to disciplinary action, including dismissal.

10. Roles and Responsibilities

Role	Responsibility
Employees	Raise concerns promptly and participate in the process
Managers	Address issues fairly and maintain confidentiality
HR Department	Facilitate investigations, maintain records, and ensure policy compliance
Senior Management	Oversee appeals and uphold impartial decisions

11. Related Documents

- Code of Conduct
- Disciplinary Policy
- Whistleblower Policy
- Equality and Diversity Policy

12. Contact Information

For any questions or submissions, contact:

HR Department
JHR General Supplier Company LIMITED
Website , www.jhrgeneralsupplier.co.tz ,info@jhrgeneralsupplier.co.tz ,jhrgeneralsupplier@gmail.com
+255714911453
2310 ,Morogoro,Tanzania