



GRIEVANCE POLICY AND PROCEDURES

Procedures

It is important that all employees are treated fairly and receive prompt responses to problems and concerns. For this reason, Pagasa ng Pinoy Mutual Benefit Association Inc. provides a grievance procedure to promote prompt and responsible resolution of issues raised by members and employees. This procedure may be used freely without fear of retaliation, and HR is available to assist throughout the procedure. The process outlined below should be used if an individual disagrees with a supervisor or employee's action including disciplinary action. If the problem involves discriminatory, harassment, sexual harassment, dishonesty, reference to those policies should be made to initiate complaint.

Step One:

Discuss Complaints with Immediate Supervisor or Branch Personnel. If complaint is not resolved proceed to Step Two.

Step Two:

Prepare and submit Complaint to HR or Second-Level Supervisor/Manager. The second level supervisor/manager should issue a written decision within five days of complaint. If complaint is not resolved proceed to Step Three.

Step Three:

Submit Complaint to HR Manager or Third-Level Supervisor/Manager. This will require a meeting complainant and the aggrieved party. The third level supervisor/manager will issue a written decision within five days of the complaint.

Step Four:

Submit Complaint to General Manager or President/CEO. They will provide the final written decision on the complaint. The response will be within 14 working days.

General Information

The time limits above are subject to modification on a case-to-case basis due to operational requirement. The President will have the final authority to resolve any disputes.