

Big Fish School of Digital Filmmaking

Grievance policy and procedure

Introduction

The objective of the grievance procedure is to provide a vehicle for employees and learners to lodge their complaints with the management of Big Fish. It is also essential that any grievances should be settled as near as possible to the point of origin; i.e. to the concerned employee's direct superior. It is each employee's responsibility to note the principles of this policy.

Intention

The parties (employer and employee) agree that it is in their mutual interest to observe a grievance procedure by which all issues arising between them can be considered and resolved. The intention of both parties is that grievances will be resolved in good faith as speedily as possible.

Situations may arise where an individual employee believes that he/she has been unfairly treated at his/her place of work. A grievance is any dissatisfaction, feeling of injustice or infringement of any right an employee experiences in connection with any element or situation including work related and/or employee issues in the workplace that should be brought to the attention of management. Such grievances include, but are not limited to:

- Unfair discrimination (of any form);
- Undue criticism of one's work;
- Sexual harassment;
- Lack of recognition; and
- Lack of guidance, training, support etc.

Employees can submit grievances in respect of any other employee, without any prejudice whatsoever, regarding their employment conditions and without fear of victimisation or recrimination. Big Fish is not prevented from taking disciplinary steps, in appropriate circumstances, against an employee that has lodged a grievance, which is still current.

Management reserves the right, at all times, to exercise influence over the working relationships of its employees, especially where good working relationships are required to maintain a healthy and productive work environment. Any conduct on the part of an employee that is construed to be destructive or detrimental to the working environment may result in disciplinary action and even dismissal where appropriate. This action will be dealt with in terms of the disciplinary code.

Group of employees

Where a grievance is to be lodged by a group of employees within the company, the same procedures will apply, except when the group comprises more than five employees, the group shall elect two representatives to raise the grievance on behalf of the group.

Process for a formal grievance

The aggrieved employee, after all attempts to resolve his/her differences directly with the other party have failed, completes the *grievance form*.

The original grievance form will be submitted to the manager to whom the grievance is being referred. A copy will be sent to the party against whom the grievance is being lodged and to HR for information and record-keeping purposes.

The manager to whom the grievance has been referred will call a meeting, ideally within three working days, which the involved parties are required to attend. HR should also be present to assist with facilitation and minute-taking if necessary.

The manager must encourage the parties to explain their involvement in the incident(s) and/or circumstances which led to the grievance and try and facilitate an acceptable outcome for all parties.

The manager shall be entitled to guide the parties in any wrongdoing on their part and encourage them to rectify the situation in any way that is appropriate under the circumstances.

If the manager should be unsuccessful in resolving the issues between the parties but believes that the grievance is still capable of being resolved, the manager will refer the matter to a higher authority, such as the Chief Executive Officer (CEO) of Big Fish.

The CEO, or person to whom the grievance has been referred, will follow the same process of facilitation and shall also be entitled to guide the parties in any wrongdoing on their part and encourage them to rectify the situation in any way that is appropriate under the circumstances.

If it becomes evident that the involved parties are not likely to resolve their differences, and their behaviour may obstruct a healthy working environment, the person facilitating a resolution of the grievance, together with HR, will make a decision based on the operational needs of the company as to how to proceed further in order to bring the grievance to finality. Disciplinary action may be appropriate.

If the parties are able to resolve their differences, the matter is then finalised and a record is made for each of their personnel files.

Employee acceptance (date):

Name:

Signature:
