



A Better Place for All

Main Street
Creighton, 326:
P.O Box 6:
Creighton 326:
Phone: +27 39 833 103:
Fax: +27 39 833 117:
Email: mailbox@ndz.gov.za
www.ndz.gov.za

DR NKOSAZANA DLAMINI ZUMA LOCAL MUNICIPALITY

GRIEVANCE RESOLUTION: POLICY

Date Approved:	28 May 2026
Effective Date:	2026-2027

1. PREAMBLE

The Municipality believes in ensuring the highest standards of professional and ethical conduct. In pursuing these, the Municipality shall make all efforts to resolve grievances as quickly as possible with the utmost concern for reconciling and respecting the privacy concerns of staff members.

2. PURPOSE

The purpose is to ensure a fair environment to resolve problems and conflict as quickly as possible, through formal measures beyond informal and verbal interventions.

3. SCOPE OF APPLICATION

This policy applies to all staff members of the Municipality

4. LEGISLATIVE AND POLICY FRAMEWORK

- Constitution of the Republic of South Africa Act, 1996 (Act No. 108 of 1996)
- Municipal Systems Act, 2000 (Act No. 32 of 2000)
- Labour Relations Act, 1995 (Act No. 66 of 1995)
- Employment Equity, 1998 (Act No. 55 of 1998)
- South African Local Government Bargaining Council: Collective Agreements

5. DEFINITIONS

Grievance	A formal written complaint lodged by an aggrieved party alleging that a right, entitlement, or legitimate expectation has been infringed, denied, or disregarded by the Municipality or any of its officials.
Hearing	A formal or informal proceeding convened to allow the aggrieved party to present their grievance and for the relevant authority to consider and respond to it.
Remedial Action	A corrective measure, decision, or relief granted to resolve a grievance and address the harm or injustice suffered by the aggrieved party.
Resolution	The final determination of a grievance, whether by agreement, decision, or order, bringing the grievance process to a conclusion.
Respondent	The municipal department, official, or entity against whom the grievance is directed.

6. PROBLEM STATEMENT

Where a number of people converge in the working environment conflict or dissatisfaction is likely to emerge, hence this policy is developed to address grievance procedure

7. POLICY PROVISIONS

7.1 Grievance resolution framework

- 7.1.1 The grievance resolution framework is aimed at providing management and staff members of the Municipality with a credible mechanism for resolving staff grievances fairly, objectively and expeditiously.
- 7.1.2 A staff member may not use the grievance resolution mechanisms –
 - (a) to amend any performance agreement or terms and conditions of any performance agreement concluded between that staff member and the Municipality;
 - (b) to process a disciplinary matter or dismissal; or
 - (c) for the purposes of collective bargaining.
- 7.1.3 All grievances shall be resolved as soon as possible and at the lowest possible level in the reporting structure.
- 7.1.4 A grievance that is brought to management's attention shall be considered in a fair manner.
- 7.1.5 Neither staff member nor his or her representative shall suffer any prejudice, directly or indirectly, including victimisation or occupational prejudice, in their employment because they lodged or participated in a grievance in terms of this policy.
- 7.1.6 The grievance proceedings shall be conducted in compliance with the standards of procedural fairness, using the latest or updated version of the grievance procedure entered by parties to the SALGBC.

7.1.7 The parties to the grievance shall disclose relevant documents which may assist to resolve a grievance except that no party is required to disclose information that –

- (a) is legally privileged;
- (b) The Municipality cannot disclose without contravening a prohibition imposed on it by any law or order of any court;
- (c) is confidential and, if disclosed, may cause substantial harm to a staff member or the Municipality; or
- (d) is private personal information relating to a staff member, unless that member of staff consents to the disclosure of the information.

7.1.8 All proceedings and meetings relating to a grievance shall be considered to be confidential.

7.2 Roles and responsibilities

7.2.1 The Municipal Manager or his / her delegated assignee(s) accept overall responsibility for the implementation and monitoring of the policy.

8. GRIEVANCE PROCEDURE

8.1. Preamble

- a) This procedure shall be deemed a condition of service.
- b) The objective of this *grievance* procedure is to ensure fair play, to resolve problems as quickly as possible and to deal with conflict through procedural means.
- c) No employee shall suffer victimisation or occupational prejudice as a result of lodging a grievance.
- d) This *grievance* procedure shall not apply in the event that a specific dispute resolution is catered for in this agreement.

8.2. Step One: Immediate Superior

- a) The lodging of a *grievance* as per Annexure "A" shall, except in exceptional circumstances, take place within ten (10) days from the time the employee first becomes aware of the matter that gave rise to such *grievance*.
- b) An aggrieved employee or group of employees must lodge in writing with his immediate superior a *grievance* on the prescribed form, setting out the complaint and the desired result. Such an employee may, if he so wishes, be assisted by a *shop steward*, fellow employee or union official. Should the *grievance* concern the conduct of the employee's immediate superior, the employee may proceed directly to Step Two provided that he submits the *grievance* on the prescribed form.
- c) The immediate superior shall endeavour, in consultation with the affected employee(s), to resolve the *grievance* within five (5) days of the *grievance* having been referred to him and shall inform the employee of the outcome in writing.

8.3. Step Two: Head of Department

- a) If a *grievance* has not been resolved to the satisfaction of the aggrieved employee or group of employees, the immediate superior shall refer the matter in writing within five (5) days to the Head of Department or his nominee.

- b) The Head of Department or his nominee shall arrange a meeting to consult and hold discussions with the affected parties in an attempt to achieve a resolution. The employee may be assisted by a fellow employee shop steward or union official at such a meeting and the immediate superior may also be required to attend.
- c) The Head of Department or his nominee shall endeavour to resolve the *grievance* within five (5) days of the *grievance* being referred and shall inform the employee of the outcome in writing.

8.4. Step Three: Municipal Manager

- a) If the *grievance* has not been resolved to the satisfaction of the aggrieved employee or group of employees, the Head of Department or his nominee shall refer it to the Municipal Manager or his nominee within five (5) days in writing who shall hold an enquiry into the grievance, attended by the employee, his representative, if required, and any other persons who, in the opinion of the Municipal Manager or his nominee should attend.
- b) The Municipal Manager or his nominee shall hear details of the *grievance* including proposals to resolve the issue and shall endeavour to reach a decision within five (5) days.
- c) The Municipal Manager or his nominee shall inform the employee in writing of the outcome of the hearing as envisaged in clause (b) above, and such decision shall *be* final in terms of this procedure.
- d) If the *grievance* is against a Municipal Manager, the aggrieved employee shall refer the *grievance* to the Office of the Speaker, which may either resolve the *grievance* itself or engage the services of an appropriate Senior Manager of another municipality to resolve the *grievance*.
- e) If the *grievance* has not been resolved to the satisfaction of the aggrieved party, that party may refer the grievance to the *Council* for adjudication, provided that a dispute has been declared.

9. POLICY MONITORING AND EVALUATION

9.1. This policy shall be implemented and effective once approved by Council.

9.2. Non-compliance with the stipulations contained in this policy shall be regarded as breach of Code of Conduct, which shall be dealt with in terms of the Code of Conduct as approved by Council

9.3. Senior Manager of Corporate Support Services shall carry out the monitoring and evaluation of the policy's implementation.

10 POLICY APPROVAL

Approval of Policy by Council and Effective date: 01/07/26

.....
ACTING MUNICIPAL MANAGER

28/05/26
DATE

ANNEXURE A

GRIEVANCE FORM

NAME OF DEPARTMENT :													
PERSONAL DETAILS													
To be completed by employee/s (if more than one employee attach separate sheet)	Name of Employee (Print):												
	Employee No.:												
	Nature of Grievance:												
	Desired Solution:												
Signature of Employee:				DATE:	C	C	Y	Y	M	M	D	D	
STEP 1													
To be completed by Immediate superior within 5 days of receipt of grievance	Name (Print):												
	Date Received:												
	Results of Discussions with Employee:												
	Signature of Immediate Superior:				DATE:	C	C	Y	Y	M	M	D	D
	Comments of Employee:												
	Signature of Employee:				DATE:	C	C	Y	Y	M	M	D	D
..... Cut /Tear Along Dotted Line													
CONFIRMATION OF RECEIPT OF GRIEVANCE FORM													
To be completed by the Immediate	Name(Print):												
	Service No.:												

	Name of Immediate Superior:										
	Signature:		DATE:	C	C	Y	Y	M	M	D	D
STEP 2											
To be completed by the Head of Department or Nominee Within 5 days of receipt	Name (Print):										
	Date Received:										
	Results of Grievance Investigation and Decision of Head of Department or Nominee:										
	Signature of Head of Department or Nominee:		DATE:	C	C	Y	Y	M	M	D	D
	Comments of Employee:										
Signature of Employee:		DATE:	C	C	Y	Y	M	M	D	D	
Name of Shop Steward or Union Official											
Signature of Shop Steward or Union Official		DATE:	C	C	Y	Y	M	M	D	D	
STEP 3											
To be completed by Municipal Manager or Nominee within 5 days of receipt	Name (Print):										
	Date Received:										
	Results of Grievance Investigation and Decision of Municipal Manager or Nominee:										
	Signature of Municipal Manager or Nominee:		DATE:	C	C	Y	Y	M	M	D	D
	Name of Shop Steward or Union Official										
Signature of Shop Steward or Union Official		DATE:	C	C	Y	Y	M	M	D	D	