

FORMAL GRIEVANCE PROCEDURE FORM - HRTI

IMPORTANT NOTICE:

Ensure that the Informal Grievance procedures has been followed and completed before this Formal Grievance Procedure can take place. In the event of no proof of Informal Grievance Procedure the Formal Grievance Procedure will be dismissed and will only continue if the Informal Grievance Procedure has been completed.

GRIEVANT INFORMATION		Only for HRTI Office Use			
COMPULSORY COMPLETION BY THE GRIEVANT		HRTI Responsible Person in the process	Feedback	Date Receive	Date Complete
1.	Name and Surname of Grievant				
2.	Identification Number or Social Security Number of Grievant				
3.	Date of enrolment at HRTI				
<p>IMPORTANT NOTICE: The informal and formal resolution process described below must be initiated <u>within 60 days of the decision, action, or events giving rise to the grievance</u>. If not the Grievance Procedure will be rejected.</p>					
GRIEVANCE PROCEDURE TIMELINE		Was the Grievance submitted within 10 days after the conclusion of the Informal Grievance Procedure (2)?	Yes: No: If No: This Grievance will be dismissed		
4.	The initial date when the actual decision, action or event giving rise to the grievance, occurred				
5.	The date when the Informal Grievance (1) was submitted.				

6.	The date when the Informal Grievance (2) was submitted				
7.	Today's date when Formal Grievance (1) was submitted				

TAKE NOTE:

In the event of the dates given above in point 4-6, proof of evidence will be compulsory. Attach all the POE {Proof of evidence} in documentation form, audio or written communication in all these events.

GRIEVANCE PROCEDURE POE's (Proof of Evidence)		Was the Grievance POE's submitted sufficient and satisfactory?		Yes: No: If No: This Procedure will not continue unless the POE's applicable are received within the timeframe set.	
8.	<u>POE Attachment A:</u> Initial decision, action or events <i>State reason for answer No:</i>	Yes	No		
9.	<u>POE Attachment B:</u> Informal Grievance (1) <i>State reason for answer No:</i>	Yes	No		
10.	<u>POE Attachment C:</u> Informal Grievance (2) <i>State reason for answer No:</i>	Yes	No		

GRIEVANCE STATEMENTS – Compulsory		Only for HRTI Office Use	
		Accepted	Not valid
1	State how the decision or action is unfair and harmful to you as grievant		
2	List the Institute's policies or governmental laws that have been violated		

3	Name the respondent parties (the person(s) against whom the grievance is filed)		
4	State how the respondents are responsible for the decision, action or events		
5	State the requested remedy; and		

RESOLUTION FEEDBACK				Only for HRTI Office Use	
	Procedure	Timeframe	Contact details	HRTI Resolution	Date Complete
ACTION 1	INFORMAL GRIEVANCE PROCEDURE (1) Student Support	Ten (10) Institute business days	studentsupport@hrti.co.za		
Remarks / Feedback			studentsupport@hrti.co.za		
ACTION 2	INFORMAL GRIEVANCE PROCEDURE (2) Moderation	Ten (10) Institute business days	moderator@hrti.co.za		
Remarks / Feedback			moderation@hrti.co.za		
POE's					
ACTION 3	FORMAL GRIEVANCE PROCEDURE (1) Student Support to Moderation	Ten (10) Institute business days	studentsupport@hrti.co.za		
Remarks / Feedback			Moderation@hrti.co.za		

POE's				
ACTION 4	FORMAL GRIEVANCE PROCEDURE (2) Grievance Panel	Ten (10) Institute business days	Moderation@hrti.co.za	
Remarks / Feedback				
POE's				

FINAL FEEDBACK

Date:	
Formal Grievance (1)	
<i>Feedback given to Grievant</i>	<i>Date & Resolution</i>
Date	
Formal Grievance (2)	
<i>Feedback given to Grievant</i>	<i>Date & Resolution</i>