



## **Grievance Procedure**

### **January 20, 2017**

The grievance procedure is intended as the tool by members and workers may formally have a grievance heard by TIST management.

All grievances are first brought to the attention of the Leadership Council where the issues are compared to standard TIST policy, TIST values and/or the Greenhouse Gas agreement among the Small Group members and CAAC. TIST policies and values are the subject of training at seminar, cluster meetings, Small Group meetings and are published periodically in the Mazingira Bora. The Leadership Council shall give the aggrieved party an answer within 30 days of receipt of the formal complaint.

If the issue is not resolved within 30 days, the aggrieved party shall be informed that the case must be presented to TIST Management and shall inform TIST Management of the issue. Where precedence or policy exists, TIST Management shall use such documents in final decision making and respond to the aggrieved person within 30 days of their receipt of the formal complaint. Where new issues arise that are outside the existing precedence, or policy, the issue shall be brought to the next seminar or Leadership Council meeting, where decisions are made by representatives of the Small Groups, Kenya Staff and TIST Management.

If conflicts or grievances cannot be resolved internally, CAAC and the aggrieved party shall agree upon a mediator to whom they shall submit the issue. Any grievances not resolved through mediation shall be subject to arbitration in through the Chartered Institute of Arbitrators, Kenya Branch within 30 days of the close of mediation.