

Western Cape TVET Colleges: Northlink, Boland, College of Cape Town, False Bay College, South Cape, and West Coast

How to lodge grievances in your workplace?

The PSA has recently received a number of enquiries regarding grievances in the workplace. Members are unsure about the procedure to follow or would only write a letter to their employer and regard that as a grievance. The PSA would like to share some critical information with members on how to lodge a grievance.

- A specific grievance form must be completed by an aggrieved member. It is important to acknowledge the fact that the grievance may not be older than 90 days/three months when it is lodged.
- The aggrieved member needs to complete Parts A and B to Annexure A of the grievance form, sign the form, and submit it to the manager/HR/LR who has to sign acknowledgement of receipt and hand a copy of this form back to the member for his/her record and also to inform the Cape Town Provincial Office.
- Part A of the grievance form relates to the aggrieved member's personal detail, the date on which the member became aware of the matter that is to his/her dissatisfaction as well as the contact details of the member's union representative.
- Part B has two sections that must be completed. In the first part, the member must indicate what he/she is aggrieved about and in the second part how the matter should be resolved.
- The employer has a period of 30 days to resolve the matter and to provide the aggrieved member with a response.
- It is the duty of the member to inform his/her shop steward and the Provincial Office about the outcome.
- Remember, the grievance procedure is a matter between the employer and the employee. Thus, the employer will not communicate the progress or outcome of the grievance to the PSA but will do so to the aggrieved member.

The grievance form is contained in Resolution 14/2002 or can be obtained from the College's intranet or on the DPSA website at www.dpsa.gov.za/dpsa2g/document/psc/bc/2002/Annexure14_2002.pdf

Members are also advised to read the article regarding grievances in *PSA magazine 3/2023*.

Details of campus and college on member application forms

To enable the PSA Western Cape Office to ensure that members receive the best service delivery possible, it is important to determine where members are located at the six colleges with their respective campuses. Members are requested to indicate the College and Campus at the top of every application for PSA membership form that is sent to the Provincial Office.

Members can submit enquiries or requests for information on joining the PSA to PSA Provincial Organising/Marketing Officers, Brendon Jacobs, Craig Appels, and Liza Sampson in Cape Town on 021 409 7360.

GENERAL MANAGER