



FOR PSA MEMBERS: **MPUMALANGA, NORTH WEST, AND NORTHERN CAPE**

31-10-2025

Grievance procedure in the Public Sector

The PSA reminds members of the correct grievance procedure in terms of the Grievance Procedure for the Public Service (*Government Gazette 25209*, effective 19/09/2003, PSCBC Resolution 14/2002). Members are encouraged to follow these steps carefully to ensure grievances are handled effectively.

Key points

- **Shop steward support:** Section 14(4) of the *Labour Relations Act 66 of 1995* allows shop stewards to assist and represent employees in grievance and disciplinary proceedings. PSA members should approach shop stewards for assistance before escalating matters to the PSA Provincial Office.
- **Exhaust internal processes:** Recent arbitration cases highlighted that disputes will not proceed unless internal departmental grievance procedures are exhausted first. This applies across all public service legislations, including the *Public Service Act*, *SA Police Act*, *Correctional Services Act*, and *Educators Act*.

Grievance guidelines

- Grievances must be submitted within 90 days of the employee becoming aware of the issue. Late submissions may be barred.
- Always use the prescribed grievance form. Letters or old formats are not accepted.
- The employer has 30 working days to finalise the grievance. This period can be extended only by mutual agreement.
- Employers must provide status updates and progress toward resolution.
- If dissatisfied, employees may, within ten days, refer the matter to the Public Service Commission (PSC) for interest disputes or the relevant Bargaining Council for rights disputes.

Steps to submit a grievance

1. Complete the prescribed grievance form, including annexures if needed to explain the issue and desired solutions.
2. Submit the form to the designated grievance handler in your department.
3. Obtain acknowledgment of receipt and a signature on the form.
4. Keep a copy of the signed form for record and future reference.
5. For collective concerns, attach a list of all affected members.

6. Diarise the 30-working day period for feedback.
7. If no response or unsatisfactory response is received, escalate to the next level (PSC or Bargaining Council) and submit proof of original submission.
8. Forward all grievances to the PSA Provincial Office. The Labour Relations Section will guide the referral process.

PSA members are urged to follow these procedures strictly. Proper adherence ensures quicker resolution, protects your rights, and strengthens Union support.

Join the PSA today

To join the PSA or to recruit new members and earn a recruitment fee, contact the following PSA Organising/Marketing Officers:

North West Provincial Office

Nozi Monaisa - 082 880 8992 / nozi.monaisa@psa.co.za

Northern Cape Provincial Office

Racquelle Mabindisa - 063 686 7653 / racquelle.mabindisa@psa.co.za and Mhlanguli Madubela - 082 880 8982 / mhlanguli.madubela@psa.co.za

Mpumalanga Provincial Office

Sylvia Watkins - 082 880 8941 / sylvia.watkins@psa.co.za and Thandiwe Mziyako 060 284 9319 / thandiwe.mathabela@psa.co.za

Reuben Maleka

GENERAL MANAGER