



Grievance process: Role of shop stewards

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Shop stewards play a critical role in ensuring that members are fairly represented and supported throughout the grievance process. Their involvement, as summarised below, promotes procedural fairness, effective communication, and the protection of employees' rights

Initial consultation

- Advise members on whether the issue qualifies as a grievance.
- Explain the grievance procedure and available options.
- Assist the member in clarifying the issue and desired outcome.
- Ensure that grievances are raised within prescribed timeframes.

Preparation of grievance

- Assist in drafting the grievance in a clear and structured manner.
- Ensure that all relevant facts, dates, and supporting evidence are included.
- Help the member to complete the required grievance forms.

Representation during meetings

- Accompany the member to grievance meetings with management.
- Present the member's case clearly and confidently.
- Ensure that the process is fair and in line with organisational policy and labour legislation.

- Ask relevant questions and challenge inconsistencies, where necessary.

Communication and feedback

- Act as a liaison between the member and management.
- Keep the member informed of progress and outcomes.
- Clarify decisions and advise on next steps.

Escalation of grievance

- Advise the member on escalation if the grievance is not resolved at initial stages.
- Assist in referring the matter to higher levels or external bodies (e.g., Commission for Conciliation, Mediation and Arbitration, if applicable).
- Ensure proper documentation is maintained throughout.

Protection of members' rights

- Ensure that the member is not victimised for raising a grievance.
- Promote adherence to labour laws and organisational policies.
- Advocate for fair and just outcomes.