

The purpose of this policy is to provide a clear and transparent process for Task Systems employees to raise and address grievances related to their employment. This policy ensures that grievances are handled promptly, fairly, and confidentially, fostering a supportive and respectful work environment.

This policy applies to all employees, including full-time, part-time, temporary, and contract workers. It covers grievances related to workplace issues, such as working conditions, interpersonal conflicts, discrimination, harassment, and other employment-related concerns.

1. Principles

Confidentiality: All grievances will be handled with the utmost confidentiality to protect the privacy of all parties involved.

Fairness: All grievances will be addressed impartially and without bias.

Timeliness: Grievances will be resolved promptly to prevent escalation and minimize workplace disruption.

Non-Retaliation: Employees will not face retaliation or adverse consequences for raising a grievance in good faith.

2. Grievance Procedure

2.1. Informal Resolution

Step 1: Direct Discussion

Employees are encouraged to first discuss their grievance directly with the person involved, if they feel comfortable doing so. This informal approach can often resolve issues quickly and amicably.

2.2. Formal Resolution

Step 2: Submission of Grievance

If the issue is not resolved through direct discussion, or if the employee prefers not to address it informally, they should submit a formal grievance in writing to their immediate supervisor. The written grievance should include:

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- A clear and detailed description of the issue.
- Relevant dates, times, and locations.
- Names of individuals involved.
- Any supporting documentation or evidence.

Step 3: Acknowledgment

The supervisor will acknowledge receipt of the grievance and an investigating process will begin.

An investigation will be conducted by Task Systems Managing Directors.

This may involve:

- Interviewing the employee who raised the grievance.
- Interviewing other relevant parties.
- Reviewing relevant documents and evidence.

The investigation will be completed within 2 weeks of receiving the grievance.

Step 4: Resolution and Response

Upon completion of the investigation, a written response will be provided to the employee, outlining the findings and any actions to be taken. If additional time is needed for a thorough investigation, the employee will be informed of the delay and the expected completion date.

3. Record Keeping

All records of grievances, investigations, and resolutions will be maintained by Administration department.

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Joint Managing Director



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Joint Managing Director

