



# **GRIEVANCE PROCEDURE MANUAL**

**Ministry of the Public Service,  
Constitutional and Political Reform and  
Religious Affairs/Association of Public  
Service Senior Managers/Public Service  
Union of Belize**

**January 2022**

## **Definitions:**

“*grievance*” refers to a complaint or a dispute over the application or non-application of regulations, working conditions, hours of work, compensation, terms of employment or benefits.

“*Representative*” refers to an attorney, trade union or any person the officer deems fits to bring the matter.

“*Commission decision*” refers to determination within the five core functions of section 105 of the Constitution Chapter 4 of the laws of Belize.

## **1. INTRODUCTION:**

The Belize Constitution (Public Service) Regulations, 2014, (PSR) requires that the Ministry set out, in writing, a set of procedures to deal with grievances within the Ministry. The purpose of this grievance procedure therefore is to advance sound industrial relations and address grievances in the public service by fulfilling the primary objectives of this procedure. It is intended to:

- a) Give effect to Public Service Regulations section 77 and 78.
- b) Provide guidance to lodging of matters to Officers within the service.
- c) Clarify some of the terms used in the regulations.
- d) Promote -
  - I. Speedy, impartial and equitable handling of grievances;
  - II. Sound industrial relations;
  - III. resolution of individual grievances at the lowest possible level in a department;
  - IV. good staff/employer working relations;
  - V. a sense of satisfaction that officers are being treated fairly;
  - VI. the right to be represented;

## **2. MANAGING A GRIEVANCE:**

- a) A. grievance must as far as possible be resolved within the relevant Ministry.



- 5. RESPONSIBILITY OF THE UNION**
- b) The Head of Department must ensure that the grievance is dealt with in a fair, impartial and unbiased manner, and that the principles of natural justice are observed.
  - c) The procedure must assist and enable the Head of Department and the Public Officer to address a dissatisfaction.
  - d) No employee must be victimized or prejudiced, directly or indirectly, as a result of lodging a grievance.
  - e) If disciplinary action is being taken against a Public Officer, utilization of this procedure by the Officer to address any matter related to the disciplinary action shall not halt the disciplinary procedure.
  - f) Time limit agreed and set must be adhered to by all parties unless delay cannot be avoided or there is mutual agreement to extend it.
  - g) Time limit for minor matters is three months from submission to resolution.
  - h) Grievances must follow the protocol in the Public Service. That is submitted through the proper channels, whether it is done personally by the officer or on behalf of.

### **3. WHO MAY SUBMIT A GRIEVANCE:**

- a. Department
- b. Ministry
- c. Public Officer (or Representative)

### **4. PROCESS:**

#### **a) Statement of the grievance:**

- I. Public Officer/Representative may lodge his/her grievance to the respective person responsible to address these matters in the Department.
- II. Must be in writing.
- III. Must be raised with the respective Ministry first following the protocol.
- IV. After decision is made by the Grievance Committee or Public Service Commission it shall be removed from this list.



b) Response time:

- I. Response must be given in 21 days.<sup>1</sup>
- II. If no response after twenty-one calendar days submit to the Chief Executive Officer of the Ministry thru the relevant Head of Department with an attached copy of the original grievance.

c) Management of Grievance:

- I. If unresolved or no response after fourteen calendar days, the Public Officer/Representative may submit to the Chief Executive Officer in the Ministry of the Public Service for it to be addressed at the Grievance Committee.

## **5. RESPONSIBILITY OF THE UNION**

- a) A grievance must be lodged in writing (could be by the officer or on behalf of the officer)
- b) An employee may be assisted by a representative.
- c) A grievance list must be submitted two weeks before the actual meetings.
- d) Grievance lodged must be detailed and include attachments where possible outlining clear statements of request.

## **6. RESPONSIBILITY OF THE MINISTRY**

- a. *Where the issue is a personal infraction or a personal contravention of the Regulations, the officer must be advised that he/she may bring a Representative."*
- b. Investigation of grievances submitted by all parties.
- c. Keeping of comprehensive records on officers personnel file.
- d. Transmission of the results of matters to relevant complainant in writing.
- e. Preparation of cases for Public Service Commission where relevant.

## **7. RESPONSIBILITY OF THE COMMITTEE**

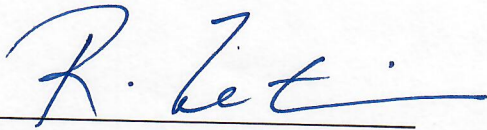
- a. Implementation of the Terms of Reference for the Committee.
- b. Proper documentation of all case
- c. Maintenance of accurate and comprehensive records of all meetings
- d. Ensuring timely and comprehensive resolutions where possible

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<sup>1</sup>PSR section 61(5)

- e. Making recommendations on possible resolutions (whether or not it goes to the Commission)
- f. Addressing matters in a timely fashion

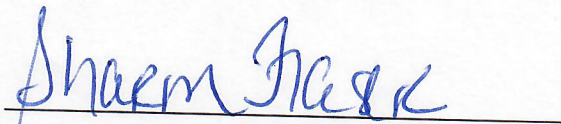
Agreed to and signed on 31<sup>st</sup> January 2022 between:



Mr. Rolando Zetina  
Ministry of the Public Service  
Constitutional and Political Reform  
and Religious Affairs



Mr. Dean Flowers  
President  
Public Service Union of Belize



Mrs. Sharon Fraser  
President  
Association of Public Service Senior Managers