



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resource Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-ER/LR-P010-(01)	
<b>TITLE/DESCRIPTION:</b>  GRIEVANCE HANDLING			
<b>EFFECTIVE DATE:</b> February 28, 2024	<b>REVISION DUE:</b> February 27, 2027	<b>REPLACES NUMBER:</b> HR (ER/LR) – QP – 02	<b>NO. OF PAGES:</b> 1 of 6
<b>APPLIES TO:</b> Department Head, Section Head, and Rank & File, HR – ER/LR Head		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

Pursuant to the Labor Code of the Philippines, all organized companies must establish a machinery for the adjustment and resolution of grievances arising from the interpretation and implementation of the Collective Bargaining Agreement and those arising from the interpretation or enforcement of company personnel policies.

## DEFINITIONS:

**Grievance**-A dispute between the union or an employee and the management.

## RESPONSIBILITY:

Department Head, Section Head, and Rank & File, HR – ER/LR Head

## POLICY:

1. The management recognizes that a dispute may arise in the workplace from time to time. To ensure uninterrupted delivery of quality healthcare services, the parties involved in the dispute shall endeavor to settle their controversy amicably.
2. The Labor Union or the Management should identify the provisions allegedly violated, state the nature of the grievance and the specific adjustment requested by the erring employee.
3. The decision shall be in writing and shall be part of the employee's 201 file.
4. The prescriptive period should be followed as defined in the Collective Bargaining Agreement.

## PROCEDURE (SOP):

1. The HR – ER/LR Head receives issues/concerns/scheduled dialogues and follow – ups from the Union or employees.
2. The HR – ER/LR Head asks the employee to state the nature of his grievance in writing and the specific adjustment he expects/desires.
3. The HR – ER/LR Head verifies the details of the issue/concern and, if necessary, checks the applicable Labor Code Provision and Company policy/guideline, and:
  - 3.1. Gathers the facts,
  - 3.2. Checks every angle of the grievance,
  - 3.3. Determines the source,
  - 3.4. Checks the previous agreements/precedents,





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- 3.5. Checks the pertinent company policies, procedures and guidelines,
  - 3.6. Examines the employee's records,
  - 3.7. Identifies the character/s involved, and
  - 3.8. Evaluates the gravity of the issue.
4. If the issue needs further study/discussion with other units or higher authorities, the HR – ER/LR Head discusses the issue/concern with the appropriate unit and deliberates the pros and cons and the impact to the organization before rendering a decision.
  5. If the issue is resolved, the HR – ER/LR Head informs the Union or the employee concerned in writing on the decision/agreement arrived at by the Company or its representative.
  6. If the issue is not resolved, the HR – ER/LR Head exhausts all available avenues/remedies.
  7. The HR – ER/LR Head informs the Union and the employee concerned in writing on the decision/agreement arrived at by the Company or its representative.

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## WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
1. Receives issues/concerns/scheduled dialogues and follow-ups.	ER/LR Head
2. Asks the employee to be specific in his grievance.	
3. Checks the veracity of the grievance.	
4. Consults other units involved or a legal expert.	
5. Furnishes the employee and the union a copy of the decision.	

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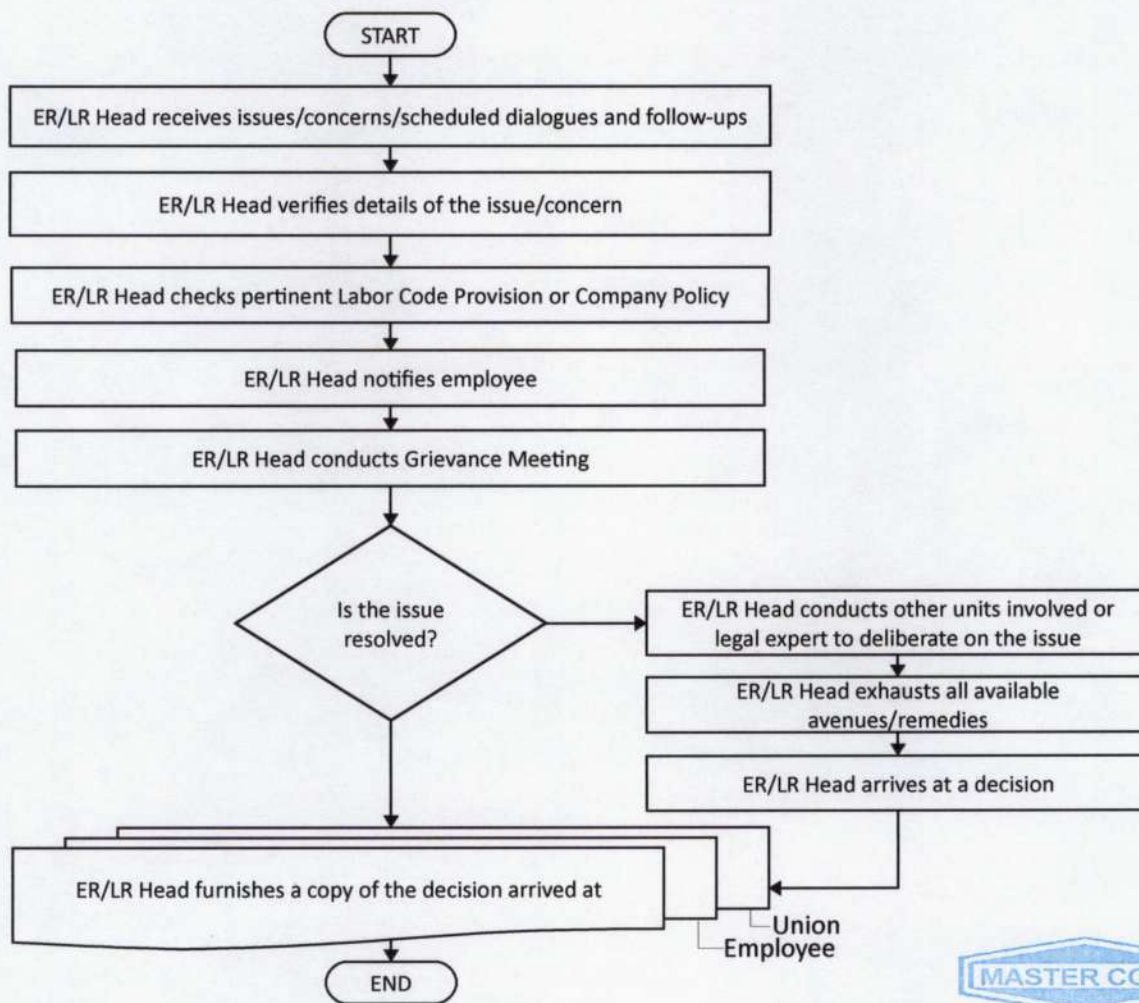
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## WORK FLOW:



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**FORMS:** N/A

**EQUIPMENT:** N/A

**REFERENCES:** N/A





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