

GRIEVANCES

A grievance means any discontentment or dissatisfaction in an employee arising out of anything related to the enterprise where he is working. It is a complaint raised by an employee which may be resolved by procedures provided for in a collective agreement, an employment contract, or by other mechanisms established by an employer.

It is all about violation of the contract, practices, rules and regulations. As human beings are different there is bound to be grievances among employees leading to conflicts at the workplace. To avert any kind of conflicts within the organization, there is need for a proper grievance procedure so that the employees feel that their grievances are addressed and redressed.

According to Michael Jucius, *“A grievance can be any discontent or dissatisfaction, whether expressed or not, whether valid or not, and arising out of anything connected with the company that an employee thinks, believes or even feels as unfair, unjust or inequitable.”*

According to International Labour Organization, *“Grievance may be defined as a complaint of one or more workers in respect of wages, allowances, conditions of work and interpretation of service stipulation, covering such areas as overtime, leave, transfer, promotion, job assignment and termination of service.”*

TYPES OF GRIEVANCES

1. **Factual** – It is based upon the reality where management due to some genuine reason does not satisfy their workers against the working in an organization.
2. **Imaginary** – This type of grievance is basically dependent upon the personal problem of the worker which ultimately affects the working of the worker and decline productivity.
3. **Disguised** – It is a form of grievance which is totally depend on the workers negative thinking, lack of motivation, negative approach, etc.