

GRIEVANCE HANDLING MECHANISMS

Mediation

Mediation is a process that is based on impartiality. The intervention of the mediator is to enable both sides in arriving at solution that is acceptable to them. The mediator must be acceptable to both parties. The role of the mediator is to provide advice.

Conciliation

Conciliation is similar to mediation. It is normally used when there is a particular legal dispute, rather than more general problems. As in the case of mediation, both parties in the employer and employee have agree to conciliation before it can happen.

Arbitration

Arbitration is an impartial process that involves an outsider known as an 'arbitrator'. The arbitrator acts like a judge and makes a firm decision on a case, which becomes legally binding. Both parties should accept the arbitrator's decision, but can still take their issue to the law courts. Arbitration is often used in collective disputes and in the settlement of individual disputes.