

CASE STUDY

Addressing a Grievance Related to Racial Discrimination



CHALLENGE

A professional services company faced a significant grievance related to racial discrimination. The grievance needed to be addressed promptly and effectively to ensure a respectful and inclusive workplace. The company was committed to resolving the issue in a way that maintained trust and upheld their values of diversity and inclusion.

KEY OBJECTIVES

- Investigate the grievance thoroughly and ensure a fair and transparent resolution.
- Address the workplace culture to prevent future occurrences of discrimination.
- Equip employees with knowledge to foster an inclusive and respectful workplace.

SOLUTION

EC Human Resources Limited was brought in to manage the investigation and resolution process. The main actions taken included:

- A detailed investigation was conducted, gathering evidence through interviews with the complainant, the alleged perpetrator, and any witnesses. This ensured a clear understanding of the situation from all perspectives.
- A disciplinary hearing was held, based on the investigation's findings. The hearing was conducted in line with company policies and legal guidelines to ensure fairness and transparency.
- Action was taken to address the behaviour in accordance with the severity of the findings, reinforcing the company's stance on maintaining a discrimination-free workplace.
- Bullying and harassment training was provided to all staff to raise awareness and create a more inclusive workplace culture. The company's policies related to discrimination, bullying, and harassment were also reviewed and updated to reflect best practices.

RESULTS AND OUTCOMES

- The grievance was resolved effectively, leading to a more informed workplace environment. No further related complaints were filed in the following six months.
- The training helped employees become more aware of their responsibilities in maintaining an inclusive workplace. The company also saw improved morale and a stronger commitment to diversity and inclusion from staff.

CLIENT FEEDBACK

"EC Human Resources helped us manage a sensitive situation with professionalism and care. Their training and policy recommendations have made a significant positive impact on our workplace culture."

