Workplace Complaint Handling Procedures Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Workplace disputes, grievances, and complaints are among the most critical challenges affecting organizational productivity, employee morale, and legal compliance. In today’s dynamic work environment, organizations must adopt effective workplace complaint handling procedures, HR compliance frameworks, employee relations strategies, and conflict resolution systems to ensure fairness, transparency, and accountability. Workplace Complaint Handling Procedures Training Course is designed to equip participants with modern, structured, and legally compliant approaches to managing workplace complaints while fostering a positive organizational culture.

With increasing focus on employee engagement, psychological safety, diversity and inclusion (D&I), workplace ethics, and corporate governance, organizations can no longer afford inconsistent or poorly managed grievance systems. This program provides practical tools, real-world case studies, and standardized procedures aligned with global HR best practices to ensure complaints are handled professionally, confidentially, and in compliance with labor laws, workplace policies, and HR dispute resolution frameworks

Programme Curriculum

Workplace Complaint Handling Procedures Training Course

Introduction

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Understand modern workplace complaint handling systems and HR compliance standards
2. Identify types of workplace grievances and misconduct cases
3. Apply structured employee relations and conflict resolution techniques
4. Develop effective grievance redress mechanisms
5. Ensure compliance with labor laws and organizational policies
6. Handle sensitive complaints with confidentiality and neutrality
7. Improve workplace communication and escalation procedures
8. Conduct fair and unbiased complaint investigations
9. Apply emotional intelligence in conflict resolution
10. Reduce workplace disputes through proactive HR strategies
11. Strengthen organizational ethics and whistleblowing systems
12. Document and report complaint cases accurately
13. Build a culture of trust, accountability, and psychological safety

Target Audience

- HR Managers and HR Officers
- Team Leaders and Supervisors
- Compliance and Legal Officers
- Organizational Development Specialists
- Department Managers
- Employee Relations Officers
- Business Owners and Executives
- Workplace Mediators and Consultants

Course Modules

Module 1: Introduction to Workplace Complaint Systems

- Understanding workplace grievance frameworks
- Importance of HR compliance and governance
- Types of workplace complaints
- Role of organizational policy in dispute handling
- **Case Study:** Mismanaged harassment complaint escalation in a corporate office

Module 2: Legal Frameworks & HR Compliance

- Overview of labor laws and workplace rights
- Employer and employee responsibilities
- Compliance with occupational standards
- Risk management in complaint handling
- **Case Study:** Legal consequences of ignored whistleblower complaint

Module 3: Types of Workplace Complaints

- Harassment and discrimination cases
- Performance and conduct-related grievances
- Interpersonal conflicts
- Ethical and fraud-related complaints
- **Case Study:** Team conflict due to bias and favoritism allegations

Module 4: Complaint Intake & Documentation

- Receiving formal and informal complaints
- Documentation best practices
- Confidentiality protocols
- Digital HR complaint tracking systems
- **Case Study:** Poor documentation leading to unresolved dispute escalation

Module 5: Investigation Procedures

- Steps in workplace investigation process
- Evidence collection techniques
- Interviewing complainants and witnesses
- Maintaining neutrality and fairness
- **Case Study:** Biased investigation leading to employee lawsuit

Module 6: Conflict Resolution & Mediation

- Mediation techniques in workplace disputes
- Negotiation strategies
- Emotional intelligence in conflict handling
- Restorative justice approaches
- **Case Study:** Successful mediation resolving long-term team conflict

Module 7: Decision Making & Corrective Actions

- Evaluating investigation findings
- Disciplinary action frameworks
- Corrective and preventive measures
- Communication of outcomes
- **Case Study:** HR decision-making in misconduct termination case

Module 8: Building a Complaint-Resilient Workplace Culture

- Psychological safety at work
- Employee engagement strategies

- Whistleblowing systems
- Continuous improvement in HR policies
- **Case Study:** Organization improving retention through strong grievance systems

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com