

Newgen Employee Grievance Management Solution

Investigate cases and fast-track resolution to protect your employees' interests

As per US Equal Employment Opportunity Commission (EEOC), they received 88778, charge filings of discrimination at workplace for the fiscal year 2014. The reasons attributed to discrimination included race, sex, disability, age, national origin, region, color and unequal pay. EEOC filed 133 lawsuits basis merits of the complaints received and obtained \$296.1 million in total monetary relief through its enforcement program prior to filing of litigation and \$22.5 million in settlement for litigated cases.

Growing Grievances at Workplace

As an employer, you may have a department that looks into grievances, but do you have visibility into how these cases are managed? At any point of time can you see the number of cases that are lodged with the department in a month, is there a specific pattern/trend to the cases registered, what is the rate of case resolution? Are you able to discern patterns so that you can mitigate the issue itself?

Many companies use separate tools to record and track employee grievance incidents

through Legal, Labor Relations and Human resources, including hotline systems for reporting issues, file management systems for storing case information, and a series of emails, spreadsheets and calendars through which case workers work on the case. The disparate information sources create ineffective tracking and management of cases and non-compliance to regulations may lead to heavy penalties.

Challenges



- Lack of visibility and transparency



- Grievances triage based on organizational policies and procedures



- Adherence to Service Level Agreements and regulatory compliance



- Collaboration for case assessment and investigation



- Manage and access violation personnel, grievant and witness history



- E-Discovery and legal holds during arbitration and settlement

Newgen Grievance Management Solution

Newgen Employee Grievance management solution is designed to enable organizations to track and resolve employee grievances effectively. Newgen provides a single unified Case Management based solution that can aid in the recording, tracking and investigation of incidents throughout the company. It can help create visibility and uniformity for managing issues across Legal, Labor Relations and Human Resources. It supports different practice areas such as investigations, arbitrations, grievances, litigation, appeals and ethics.

By leveraging Newgen's case management platform and powerful content management capabilities, organizations can efficiently handle complex and unpredictable grievance cases with transparency and controls. Case workers are provided with contextual content and smart analytics to help take better decisions more efficiently.

- Multi-channel intake of grievances from disparate sources-forms, anonymous mails, call center etc.
- Pre-configured solution accelerator built on Case Management Framework
- Rules based triage of Employee Grievances
- Review Employee History
- Scheduling Interviews and appointments, Capture Meeting minutes
- Mobility support
- Underlying core rule engine is based on organization policies and procedures

Benefits

Manage interactions between people, content and data seamlessly

- Unified view of case file for access to all your content and data
- Efficient data capture from multiple sources enabling end to end management
- Easy collaboration with multiple teams
- Integration with People Soft / HR systems to remove information silos

Enable your knowledge workers to make better decisions

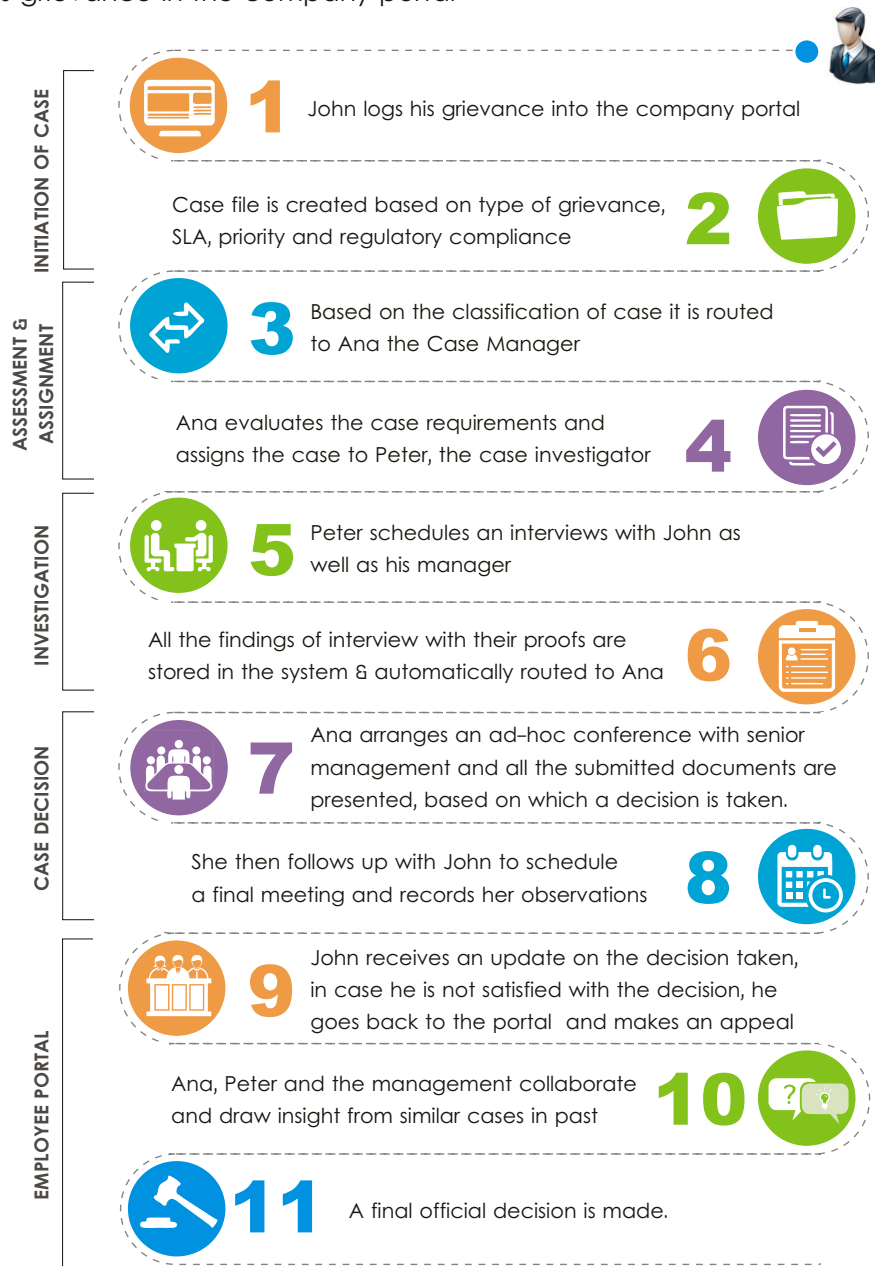
- Workflows that include controls but also allow adhoc routing
- Automatic syncing with union and company policies to ensure adherence
- Configurable business rules for case assignment based on resource availability
- Prioritization of cases based on nature of grievance, SLA and regulatory compliance

Gain operational intelligence with 360 degree visibility

- Realtime reports based on past grievance trends and HR action plans
- Secure organization by revising policies and procedures
- Comprehensive audit trails and logs for greater transparency
- Wizard based report designer for adhoc report generation
- Effective and transparent grievance management creating a positive workplace environment

An Employee Grievance managed leveraging Newgen Employee Grievance Management Solution

Let's take the case of John an employee with a company , who is unhappy about his working conditions and wants to log his grievance in the company portal



About Newgen

Newgen Software is a leading global provider of Business Process Management (BPM), Enterprise Content Management (ECM) Adaptive Case Management (ACM) and Customer Communication Management (CCM), with a global footprint of 1300+ installations in 60+ countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2013.

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