



Dear professional,

19/04/2025

Industrial Relations: Handling Complaints

Start Date	End Date	Venue	CPD	Cost (Excl. VAT)PP	Registration Link
01-09-2025	06-09-2025	Lake Naivasha Resort	6	70,000.00	Register Here

Course Overview

Effective industrial relations hinge on transparent and fair mechanisms for addressing complaints and grievances. This course equips HR professionals, managers, and labor relations officers with the tools and knowledge to handle workplace complaints constructively. Participants will learn to design grievance frameworks, promote trust, and manage disputes while adhering to legal and ethical standards. With real-world examples and interactive workshops, attendees will leave prepared to foster harmonious relationships that enhance organizational balance and employee satisfaction.

Course Objectives

The objective of the **Industrial Relations: Handling Complaints** training is to;

- Understand the foundations of industrial relations and grievance management.
- Build frameworks to handle workplace complaints effectively.
- Navigate legal and ethical considerations during grievance resolution.
- Strengthen trust through transparent communication and fair practices.
- Develop strategies to promote organizational harmony and reduce disputes.

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- HR Professionals
- Labor Relations Officers
- Managers Handling Workplace Complaints
- Organizational Leaders

CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals