

The complaint filing mechanism at Labor Relations Department

Labor disputes related to

- non-payment of workers' dues in terms of wages
- service-end benefits,
- vacation allowances,
- compensation for unfair dismissal,
- financial compensation for overtime allowance,
- Compensation for work injuries and other labor claims.

For above types of Complaints,

- Worker must appear to the Labour Unit, where the employer's file belongs to and register the grievance,
- Receive the User Name and register the complaint automatically.
- As for the legal representative of the worker or the heirs of the deceased worker, they can register the complaint through the competent employee in the Unit
- Fix the date of the session to investigate the complaint and inform the disputing parties the date and time of complaint and name of the investigator.
- The investigator will try to settle the dispute amicably between the two disputing parties, failing which the complaint will be referred to Court within one month
- Then the worker will have to follow up the case in the Court.
