Assistance with cases by PSA Provincial Office: Gqeberha

The PSA strives to ensure that members receive timely and effective support when needed. To help streamline processes and avoid delays, please take note of the following important reminders:

Reporting new cases (including disciplinary hearings)

The PSA has noticed that some members are submitting cases through ask@psa.co.za. This method can cause delays in receiving matters promptly. This, in turn, affects the allocation of a representative and consultation scheduling, especially related to notices of disciplinary hearings. To ensure quicker assistance, please submit any new cases directly to bulelwa.maxeko@psa.co.za or riaan.vosloo@psa.co.za, or call the Provincial Office on (041) 501 6800.

Grievance time frames

Once a grievance is raised, the employer is typically given 30 working days to resolve it. Members have 90 days to refer the matter for dispute as an Unfair Labour Practice from the date indicated in their Grievance from when they became aware of the act or omission, in line with the *Labour Relations Act (LRA)*. Please provide the PSA with a copy of the grievance immediately after receipt by the employer. If the grievance is not resolved within 30 working days, contact the PSA immediately. Do so even if the employer promises a settlement, as delays beyond the 90-day window can complicate resolution.

Referring matters for dispute

The PSA has seen cases where members independently referred matters to the CCMA or bargaining councils without consulting the PSA. This has unfortunately led to dismissals of cases owing to jurisdictional errors. To avoid these pitfalls, please allow the PSA to guide your case to the appropriate council with correct details.

Keeping you informed

The PSA keeps members updated on important processes and deadlines. Members' cooperation helps the PSA to serve members better. Thank you for your cooperation!

Reuben Maleka
GENERAL MANAGER