

# Basic Guide for Workers to

# THE LABOUR DISPUTE RESOLUTION SYSTEM

SCENARIO 1 I think my employer has breached my contract and/or broke Qatar labour law.

## Step 1 - Start Process

Lodge a complaint at ADLSA - while you are still employed or not later than 1 vear after the end of the employment relationship.

## Step 2 - ADLSA Meeting

ADLSA invites parties to a meeting to seek resolution. To prepare yourself:

- 1. Bring proof to support your complaint
- 2. Be ready to discuss your complaint
- 3. Calculate how much your losses are

## Resolved

complaint is settled.

### Unresolved

You can ask for your complaint to go to the Dispute Settlement Committee (DSC) for a legal hearing if your complaint is not resolved.

## Step 3 - DSC Hearing

DSC is a court of law - it will consider the evidence of both parties. To prepare yourself:

- 1. Bring proof to support the complaint
- 2. Prepare a calculation of your losses in Arabic
- 3. Be ready to answer questions from the DSC

### Outcome

DSC issues a legal decision.

If not appealed after 15 days, DSC decision is final.

SCENARIO 2 I want to challenge my employer's decision to discipline me.

## Step 1 - Start Process

Send a written grievance to your employer (keep copy) within 7 days of being notified of disciplinary penalty.

## Step 2 - Employer's Response

## Resolved

Worker happy with Complaint is settled.

Employer has 7 days to respond.

## Unresolved

Unhappy or employer does not respond: you can lodge a complaint at ADLSA within next 7 days.

## Step 3 - ADLSA

ADLSA decides if disciplinary penalty is fair.

# For non-dismissal penalties, ADLSA's

decision is **final**.

For dismissal penalties, if ADLSA says dismissal is fair, worker can request a legal hearing.

# Step 4 - Dismissal Cases Only - Legal Hearing

Matter goes to Dispute Settlement Committee (DSC).

See Step 3 in Scenario 1

NOTE: How ADLSA will deal with a worker's complaint regarding the disciplinary actions taken by the employer, depends on whether these are: Non-dismissal penalties (warnings; wage deductions; suspension and delaying promotion/wage rises) or **Dismissal** from employment.

# **SCENARIO 3**

My employer has accused me of deliberately causing damage and has or is going to deduct my wages.

## Step 1 - Start Process

Lodge complaint at ADLSA - within 7 days of notification of deduction.

## Step 2 - ADLSA

ADLSA will decide to either cancel, reduce or agree the deduction. ADLSA's decision is final.

## **HOW TO REGISTER YOUR COMPLAINT**

- Visit an ADLSA office
- Call the Helpline **16008**
- Visit www.adlsa.gov.ga
- Email LBR-complaints@adlsa.gov.qa
- Amerni app

**ADLSA PROVIDES FREE** ADVICE - IF YOU NEED **ASSISTANCE CALL 16008** OR VISIT AN ADLSA OFFICE