



Employment Relations Tribunal

Customer Charter



Mission

- To provide an efficient, modern, reliable and rapid means of arbitrating and settling industrial disputes between workers or trade unions of workers and employers or trade unions of employers so that peace, social stability and economic development are maintained in the country.

Vision

- Foster and promote good employment relations between parties.
- Ensure the rights of aggrieved parties are restored in line with employment laws.
- Dispose of cases with celerity whilst ensuring fairness to all parties.
- To be the expert tribunal for arbitrating and settling of labour disputes.

Core Values

- Integrity – (guided by a professional code of Ethics)
- Impartiality
- Honesty
- Justice and accountability

Our Customers

- Legal professionals
- Workers and employers
- Union of employers
- Union of workers



Services

- Determination of labour disputes in the Civil Service and the Private Sector.
- Hears appeals from the decision of the Conciliation & Mediation Commission.
- Hears a number of other applications made by trade unions or employers in relation to employment relation issues.
- A modern tribunal where electronic means of communication is allowed between parties to a case and the Tribunal.
- Deliver awards and orders within the time frames imparted to the Tribunal by law.
- Awards of the Tribunal are available online on the website of the Tribunal <http://ert@govmu.org>

