

GRIEVANCE POLICY AND PROCEDURE

POLICY

The company aims to ensure that any grievance an employee has relating to their employment is dealt with efficiently through effective communication and consultation.

It is the intention of the company that employees should be encouraged to have direct contact with management to resolve their problems. If an employee has an individual problem or complaint about their work or concerning an employee or employees, the following procedure shall be applied.

Please note that the company requires an employee who has any concerns regarding their employment to use this grievance procedure. Failure to do so may result in penalties against the employee should this matter proceed to an Employment Tribunal.

PROCEDURE

- a. The employee should refer any grievance in the first instance to their immediate Supervisor or to a more Senior Manager, if the grievance relates to the said Supervisor. Everything possible will be done to resolve the problem.
- b. If an acceptable solution cannot be found through informal discussions, then the employee must refer the matter in writing to their immediate Supervisor or to a more Senior Manager if the grievance relates to the said Supervisor. The employee must detail the nature of their complaint and submit their grievance within 5 working days of any such grievance arising.
- c. The grievance will be acknowledged in writing within 5 working days of receipt and will confirm the date, time and location of a meeting, which will be held to discuss the grievance. At this meeting, the employee will be given the opportunity to be accompanied by a fellow member of staff or Trade Union representative. The employee must confirm their attendance at the meeting by telephone.
- d. The meeting will give the Supervisor/Senior Manager an opportunity to identify whether any investigation is necessary for example, discussions with other employees. If the Supervisor/Senior Manager feels that an investigation is appropriate, the employee will be informed of this at the meeting.
- e. Within 5-10 working days of the grievance meeting or as soon as is reasonably practicable, depending on any necessary investigation, the employee will receive a written decision from the Supervisor/Senior Manager who held the meeting with the right of appeal. Minutes of the meeting will be available on request.
- f. If the employee wishes to appeal the decision, any such appeal should be made in writing to another Senior Manager or Director within 5 working days of receiving the written decision.
- g. The appeal will be acknowledged in writing and an appeal hearing will be scheduled. Depending on the availability of a Senior Manager or Director, all efforts will be made to ensure, that the appeal hearing takes place within 5 working days of receiving the employees appeal request. At this hearing the employee will be given the opportunity to be accompanied by a fellow member of staff or a Trade Union representative. The employee must confirm their attendance at the hearing by telephone.

- h. Within 5-10 working days of the appeal hearing or as soon as is reasonably practicable, the employee will receive a written decision from the Senior Manager or Director who conducted the appeal which will be the company's final decision on the matter. Minutes of the hearing will be available on request.

Investigation

In many grievance cases investigations are essential. Any necessary investigations will take place in accordance with paragraph d. above. In such cases witnesses will be interviewed and statements obtained. Witnesses do not have the right to be accompanied at investigatory meetings

Minutes will be taken at all meetings copies of which, including any statements taken will be sent to the employee making the complaint for consideration. A further meeting may be arranged to discuss with the employee the statements obtained. In such cases the complainant will have the right to be accompanied by a work colleague or Trade Union representative.