



GRIEVANCE PROCEDURE

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This grievance procedure applies to all employees. It is our policy to ensure that any employee with a grievance has access to a process that can lead to a speedy resolution and that it is resolved in a fair manner.

This policy is non-contractual.

Informal process

It is hoped that through openly discussing any work related problems with your Manager any issues that you may have will be resolved. It is anticipated that most grievances will be resolved through informal discussion without the need to use the formal grievance procedure.

If you feel that the issue remains a problem, or you do not feel able to raise the matter with your direct Manager, this policy aims to set out clearly the procedure you need to follow if you feel that it's necessary to raise a formal grievance.

If a grievance is raised, it will be considered to have been done so in good faith. If it is found to have been raised maliciously, disciplinary action may be taken.

The 3 step formal procedure

There is a formal 3 stage procedure for raising a grievance or complaint that you need to follow:

Step 1 – The written statement

You should set out the details of your grievance / complaint in writing and give it to your supervisor/manager and a member of the HR team, who will acknowledge receipt of your grievance in writing.

Step 2 – the meeting

You will be invited to attend a meeting to discuss your grievance. The meeting will be arranged as soon as reasonably possible and normally within 5 working days of receiving your statement.

At the meeting you have the right to be accompanied by a colleague or an accredited trade union representative. Your companion will have the right to address those present and may respond to any views put forward during the hearing. Your companion cannot answer questions on your behalf.

Should your chosen companion not be available on the date or time designated, a further date and time will be arranged. No delay for the meeting to take place will normally be permitted in excess of 5 working days.

At the meeting the manager will give your grievance full consideration and then will notify you in writing of their decision.

In some circumstances, we may appoint another Manager to hear the grievance, rather than your own.

Step 3 – the appeal

If you are not satisfied with the response, you have the right to appeal. You should set out the grounds of your appeal in writing to the Chief Executive within 10 working days of receiving the written decision.

You will be invited to a meeting so that you can outline the grounds for your appeal. The same rights of accompaniment as set out previously apply to the appeal meeting. You will be informed in writing, usually within 10 days, of the decision. There is no further right to appeal.

Post termination of Employment

In the event that you wish to raise a grievance following the termination of your employment, a modified grievance procedure will apply, details of which can be obtained from Human Resources.