



Policy ... Grievance

Grievances are concerns, problems or complaints that a member of staff might have. Most staff complaints can be resolved informally in discussions with the Team Leader though if the grievance involves her/him, the MD should be approached

Examples of what may be raised through the grievance procedure include Health and Safety, Bullying and Harassment, Working Environment and Equal opportunities

Formal Procedure

This should not be used until it has been shown that a grievance cannot be settled informally

Initial statement - In order to raise a formal grievance you should write to the MD giving full details about the nature of the grievance and how you have tried to resolve the issue informally

Investigation - The MD will investigate the employee's grievance and gather relevant documentation, which may take up to 15 working days. The employee will be notified if more time is needed.

Meeting - The MD or a chosen representative will respond within 10 working days. You will be invited to attend a grievance hearing, at which you have the right to be accompanied at the hearing by a work colleague or Union Representative

At the hearing you will be given an opportunity to explain your complaint and say how you think it should be settled. In all cases you will receive confirmation of the outcome of the hearing within 10 working days.

Appeal - In all cases employees will have the right to appeal against the outcome of the grievance hearing, should further 'evidence' have come to light.. Appeals must be made within 5 working days from the date of the confirmation letter. An appeal hearing will be arranged within 10 working days at which employees have the right to be accompanied by a work colleague or Union Representative.

Where possible the appeal will be heard by a Director previously uninvolved in the appeal.

All information relating to the grievance will be kept on the employee's personal file and as such will be kept strictly confidential.

If an employee has left our employment, a modified grievance procedure can be implemented. Under the modified procedure, the employee should write to the MD setting out the grievance as soon as possible after leaving the employment with us and she/he will respond in writing setting out their response.

December 2016