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1. The grievance procedure is designed to ensure that any problems, complaints or concerns raised are dealt with in a fair, timely and consistent manner. If an employee has a grievance or complaint regarding:
 - 1.1 their work, working conditions, benefits, working hours; or
 - 1.2 discrimination on grounds of sex, sexual orientation, religion, race, marital status or ethnic origin; or
 - 1.3 treatment by colleagues, harassment and bullying; or
 - 1.4 their health and safety or statutory employment rights; or
 - 1.5 any other issue affecting the employee.

it should be raised in line with the procedure.

Complaints in respect of which the grievance procedure should be used by the Company should be dealt with as an appeal under the procedure.

2. Informal Procedure

- 2.1 Employees should discuss the grievance or complaint with their immediate manager on an informal basis first. The manager will discuss any concerns with the employee and attempt to resolve the matter within a reasonable time. Where it is not possible for the employee to talk to their manager, or if the grievance concerns the manager, the employee should talk to the next most senior person <<or the HR Manager.
- 2.2 Where the informal procedure is used, both parties should keep a written record of the meeting and any proposed action.
- 2.3 If the grievance has not been resolved, the matter should be dealt with under the formal grievance procedure.

3. Formal Grievance Procedure

- 3.1 Written Statement
 - 3.1.1 The aggrieved employee must first send a written statement detailing the grievance to the employee's line manager within 5 working days.
 - 3.1.2 Where it is not possible for the employee to talk to their line manager, the employee should send the written statement to <<the HR Manager or a manager of equal or greater seniority, where possible.

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3.2 Grievance Meeting

- 3.2.1 Upon receipt of the grievance, the line manager will arrange a meeting to be held in order to discuss the grievance. The meeting should be held without unreasonable delay and no later than <E.g. 5>> working days after the statement of grievance is received.
- 3.2.2 The meeting should be held if the line manager has not had a reasonable opportunity to consider their response to the grievance.
- 3.2.3 Before the meeting, the line manager should investigate the facts relating to the grievance and consider any requests for anonymity and confidentiality. If necessary, the line manager should discuss this with the employee.
- 3.2.4 The employee should be accompanied by a reasonable request, be accompanied by a suitably certified trade union representative or a companion employed by a trade union. The companion should be able to answer questions on behalf of the employee. The line manager should answer questions on behalf of the employee. The line manager should answer questions on behalf of the employee.
- 3.2.5 The employee should be able to address the grievance case as well as confer with the employee. They may not, however, answer questions on behalf of the employee. The line manager should do so or prevent the employee from doing so.
- 3.2.6 The Company should refuse to accept a companion whose presence would be a hindrance to the grievance process.
- 3.2.7 The line manager should ensure that their companions shall make every effort to attend the meeting. If the employee fails to attend the meeting, the grievance hearing may proceed in the absence of the employee's companion.
- 3.2.8 If possible, the line manager should explain how they think the grievance should be resolved.
- 3.2.9 If a further meeting is required then the meeting should be held before a decision is taken on the employee's grievance.

3.3 Outcome of meeting

- 3.3.1 Following the meeting, the line manager should, without unreasonable delay, put in writing the outcome of the meeting and the action to be taken in order to resolve the grievance.
- 3.3.2 The line manager should inform the employee of their right to appeal if they are dissatisfied with the action taken.

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- 3.3.3 Any action taken shall be monitored and reviewed, as appropriate, to ensure it is effective in resolving the issue.

3.4 Appeal

- 3.4.1 Employees shall be encouraged to appeal where they feel their grievance has not been resolved.
- 3.4.2 The request for an appeal shall state the grounds for the appeal and should be made to the line manager <<or HR Manager>> within 5 working days of receiving written confirmation of the outcome of the grievance meeting.
- 3.4.3 The line manager shall arrange a further meeting to discuss the appeal within 5 working days of receiving the request for an appeal. The meeting shall be held at the time and place of the original grievance meeting.
- 3.4.4 The appeal shall be heard impartially and, wherever possible, by a manager who has not previously been involved in the grievance. The employee's increased seniority to the one who heard the original grievance hearing is not a reason for this appeal hearing is not a re-hearing of the original grievance but a consideration of the specific grounds for the appeal.
- 3.4.5 The employee shall be accompanied at the appeal meeting and the appeal meeting shall be held within 5 working days of the appeal meeting. The appeal meeting shall be held within 5 working days of the appeal meeting. The appeal meeting shall be held within 5 working days of the appeal meeting.

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4. Confidentiality

- 4.1 Grievances will be handled with a degree of confidentiality as is practicable.
- 4.2 Confidential records shall be kept in the employee's personnel file in accordance with data protection legislation. Copies of meeting notes will be kept in the employee's personnel file, although the Company reserves the right to remove information (e.g. to protect a witness).

5. Special Cases

- 5.1 Where a grievance arises during the disciplinary process, the disciplinary process shall be suspended until the grievance can be dealt with first.
- 5.2 The above procedure shall not apply to collective grievances.
- 5.3 [A separate procedure shall be used for issues involving bullying, harassment or whistleblowing.]

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This procedure has been approved by:
Name: _____
Position: _____
Date: _____
Signature: _____

<<Insert Name>>
<<Insert Position>>
<<Date>>

Resources Manager>>

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