

## **GRIEVANCE PROCEDURE**

### ***PURPOSE***

We recognise that, from time to time, an employee may be unhappy regarding some aspect of their employment, or some particular issue may cause him or her personal concern. We encourage free and open dialogue between our staff, and we hope that this policy will help to resolve contentious issues quickly and amicably.

### ***THE FIRST (INFORMAL) STEP***

Discuss the problem, either directly with the other party if someone else is involved, or with a member of management if you feel more comfortable doing that. Quite often you will find that this informal route will quickly resolve a problem, without ill feeling on any side.

### ***THE FIRST (FORMAL) STEP***

If you feel that an informal route is inappropriate, then the second step is take the matter further with a senior member of staff. Submit a formal written grievance within a reasonable time and certainly within fourteen days of a specific incident. Explain the full nature of your complaint and ask for assistance in detailing your grievance if necessary.

### ***THE SECOND STEP***

Having received your written grievance, we will arrange for an unconnected senior member of staff to meet with you as soon as is practicable. All proceedings, investigations, and records resulting from your grievance will be kept confidential wherever possible, and your concerns will be considered properly. All grievance meetings, including appeal hearings, will be chaired by either a member of the management team, or one of our HR advisors or consultants.

### ***THE THIRD STEP***

If you are dissatisfied with the outcome of the grievance procedure, you may appeal to another senior member of staff (*or an agreed third party*) whose decision will be final. Every effort will be made to resolve your grievance amicably.

### ***BEING ACCOMPANIED AT GRIEVANCE MEETINGS***

You may (if you wish) be accompanied at any formal meeting within this Procedure by a work colleague or an accredited Trade Union representative (*or another person if it*

*does not compromise the grievance process, and the person chairing the meeting agrees).* Your companion may address the person chairing the meeting, and may advise you, but he or she is not allowed to answer questions on your behalf.

### ***WHEN THIS PROCEDURE DOES NOT APPLY***

When an employer is taking disciplinary action, and as a consequence the dismissal of an employee is being considered or contemplated, then the statutory grievance procedures as outlined in the above steps does not apply. A grievance raised during or in relation to a disciplinary matter may be dealt with in conjunction with the disciplinary process.