

## GRIEVANCE PROCEDURE

### COMPANY PROCEDURE

Finalised Document

#### **Purpose of the Policy**

To encourage free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired and wherever possible, resolved quickly, fairly and consistently.

#### **Introduction**

Employees should aim to settle a grievance informally with their line manager. If the grievance relates to their line manager, they should speak to the next most senior manager or the Managing Director. However where an informal approach does not resolve the concerns of the employee, the following procedure should be followed.

#### **The Procedure**

The procedure relates only to individual employees' grievances. Employees can, if they wish, involve a work colleague or trade union representative at any stage in the discussion.

#### **Stage One**

Where an employee has a grievance or complaint arising from employment that cannot be resolved informally, he or she should initially raise the matter in writing with their immediate line manager who will record details of the grievance. The employee must make it clear that this is a grievance under the Grievance Procedure. The line manager will invite the individual to a meeting to collate all the detail of the grievance. A full investigation will then be carried out. After due consideration of the investigation and evidence available, the line manager will provide the employee of the decision in writing, at the earliest opportunity or if possible within five working days of the matter being raised. The letter will state the individuals right of appeal.

#### **Stage Two**

(Invoked within 10 days after Stage One)

Should the employee still remain dissatisfied with the decision given at stage two, the employee together with a work colleague or trade union representative may appeal to the Managing Director, against the decision. The employee can ask to meet to discuss the matter with the Managing Director and the Managing Director and must state in writing their grounds for referral. Managing Director and the Managing Director will obtain a record of the grievance, record any additional information and after due consideration give a decision at the earliest opportunity or if possible within fourteen working days of the meeting.

This is the final stage of the grievance procedure and therefore the decision will be final.

## Additional Notes

Should the employee's grievance concern his/her immediate manager the grievance should be raised in writing with the next most senior person or the Managing Director. Where complaints are considered too personal to discuss initially with the employee's manager the matter may be referred directly to the Managing Director.

## VERSION CONTROL

Date of change	Version No.	Detail of change	Date version agreed
2014	V1.0	Basic policy	2014
17/3/2017	V2.0	Amended policy	17/3/2017