

GRIEVANCE AND DISPUTES POLICY

GRIEVANCE/DISPUTES

If you have a grievance relating to your working environment or to a specific member of staff, you may initiate the Grievance Procedure to resolve the issue.

Informal Discussions

- If you have a grievance about your employment or about a member of staff, you should discuss it informally with your immediate line manager. It is hoped that most concerns will be resolved at this stage.
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Step 1 – in writing to your Line Manager:

- If you feel that the matter has not been resolved through informal discussions, you must put your grievance in writing to your line manager. If the grievance relates to an issue with your line manager, then this should be put in writing to the next manager in seniority.


Step 2 – invitation to a meeting:

- You will receive a reply within 5 working days inviting you to a meeting where you will be able to raise your grievance. You have the right to be accompanied by a work colleague or Trade Union representative at this meeting.
- You must take all reasonable steps to attend this meeting.
- Once the grievance has been discussed, a decision will be sent to you in writing within a reasonable time.

Step 3 – appeal hearing by Senior Manager/Director:

- In the event of you being unhappy or dissatisfied with the decision, then your line manager will arrange an appeal hearing as soon as practicable, which will be heard by a more senior manager or Director. If due to the size of the company this is not possible, then another manager should normally hear your appeal.
- You will receive a letter within 5 working days inviting you to the appeal which should take place as soon as practicable. You have the right to be accompanied by a work colleague or Trade Union representative at this meeting.
- Once your grievance has been heard at appeal, a letter outlining the decision will be sent to you within a reasonable time and will also state whether this was the final step of the process or whether further representation is available to you.

Please note: Written records will be maintained in respect of the nature of grievance, written correspondence, conversations, actions and decisions taken and the reasons for these. In the event of an appeal, records regarding this and any subsequent actions or developments will also be kept.

Sign Date 12/07/2023.....

Next review date will be 12/07/2024