

GRIEVANCE

1 General Principles

- 1.1 This procedure applies to all employees regardless of length of service. [It does not apply to agency workers or self-employed contractors.]
- 1.2 This procedure is for guidance only and does not form part of your contract of employment. We may amend the procedure as appropriate to a particular case.
- 1.3 Most grievances can be resolved quickly and informally through discussion with your manager or [SPECIFY PERSON SUCH AS THE OFFICE MANAGER OR HR MANAGER]. However, we recognise that there will be occasions where this either fails or is inappropriate given the nature of the complaint made. In such circumstances, you should use the formal procedure below.

2. Step 1: Written Grievance

- 2.1 You should put your grievance in writing and submit it to your manager. If your grievance concerns your manager you may submit it to [SPECIFY PERSON SUCH AS THE OFFICE MANAGER OR HR MANAGER].
- 2.2 The written grievance should contain a brief description of the reasons for your complaint, including any relevant facts, dates, and names of individuals involved so that we may investigate it if necessary. In some situations we may need to ask you to clarify the subject matter of your grievance in advance of the meeting or to provide further information.
- 2.3 The grievance procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.

3. Step 2: Meeting

- 3.1 We will invite you to a grievance meeting to discuss your grievance, which will normally be set for a date no more than [two weeks] after we have received your written grievance. You should make reasonable efforts to attend. The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us

to reach a decision based on the available evidence and the representations you may have made.

- 3.2 You have the right to bring a companion to any meetings under the procedure. The companion may be either a trade union official or a colleague. Employees are allowed reasonable time off from duties without loss of pay to act as a companion.
- 3.3 You must make all reasonable steps to attend any meeting. If you or your companion cannot attend at the time specified you should let us know as soon as possible and we will seek, within reason, to agree an alternative time.
- 3.4 We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.
- 3.5 We will confirm our decision and your right of appeal in writing within [one week] of the conclusion of the meeting.

4 Step 3: Appeals

- 4.1 If you disagree with the outcome of your grievance, you can appeal in writing to [SPECIFY PERSON], stating your full grounds of appeal. Your appeal should be submitted within [one week] of the date on which the decision was sent or given to you.
- 4.2 We will hold an appeal meeting, normally within two weeks of receiving your appeal. Where practicable, this will be held by someone senior to the person who conducted the grievance meeting. You may bring a companion to the appeal meeting.
- 4.3 Our final decision will be confirmed to you in writing within one week of the appeal meeting. There is no further right of appeal.