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Grievance Procedure

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Most routine complaints and grievances are best resolved informally in discussion with your manager. Dealing with grievances in this way can often lead to a speedy resolution to problems and your manager may well be able to resolve the matter directly. Both you and your manager may find it helpful to keep a note of each informal meeting.

Where the grievance cannot be resolved informally it should be dealt with under the formal Standard Grievance Procedure (below).

Standard Grievance Procedure:

Stage 1:

You should put your grievance in writing to your manager (where the grievance is against your manager the matter should be raised with the next line of management).

Stage 2:

The relevant manager will respond in writing to the grievance.

Stage 3:

Your manager will invite you to attend at least one meeting in order to discuss the grievance. A work colleague or other representative of your choice may accompany you.

The meeting will not take place until you have informed us what the basis for the grievance was, when you put it to your manager and the company have had a reasonable opportunity to consider our response to that information. You must take all reasonable steps to attend the meeting.

Your manager will normally respond in writing again to the grievance within 4 working days of the meeting. If it is not possible to respond within that time you will be given an explanation for the delay and told when a response can be expected. You will be notified of your right to appeal against the decision if you are not satisfied with it.

The Company will attempt to ensure that each stage of this procedure is carried out without unreasonable delay, that the timing and location of meetings is reasonable and that meetings are conducted in a manner that enables both you and the company to explain their cases.