

# EMPLOYEE FACTSHEET – Grievance

## What is a Grievance Policy?

The grievance policy helps to ensure employees have access to a fair process for the raising and resolution of grievances relating to their employment.

## What is a grievance?

Occasionally an employee may have a concern about their work, working conditions, unfair treatment or relationship with colleagues that they wish to talk about with management. The following examples may be considered as a grievance:

- Terms and conditions of employment
- Health and safety
- Working relationships
- Bullying and/or harassment
- New working practices
- Working environment
- Organisational change
- Equal opportunities

## What is the procedure for raising a grievance?

**Informal Grievance Procedure** - most complaints can be resolved informally by discussion between an employee and their immediate manager. Addressing matters in this way can often lead to speedy resolution of problems and can help maintain normal working relationships. An employee may wish to seek guidance from HR as how to go about raising concerns with their manager.

**Formal Grievance Procedure** - where informal action fails to resolve the matter to the satisfaction of the employee, then the grievance may be pursued under the formal Grievance Procedure. A formal grievance must be made in writing to management or HR as soon as possible following the incident or behaviour about which the employee is aggrieved. A grievance should never be addressed to a manager who is the subject of the grievance. The employee must clearly state:

- that the Grievance Procedure is being initiated
- the detail of the grievance including, where appropriate, against whom the grievance is lodged and the reasons for this
- how their grievance can be resolved to their satisfaction and/or what resolution is sought.

## When will my grievance be heard?

Upon receipt of the written grievance, a meeting will be arranged between the employee and an appropriate manager to discuss the grievance. The meeting will take place as soon as is reasonably practical and ideally within 5 working days. Wherever possible, any meeting will be arranged at a mutually convenient time with at least 2 working days' notice. All invitations to attend a grievance meeting will be confirmed in writing.

### **Can I bring someone with me to a grievance hearing?**

Employees have the statutory right to be accompanied by a colleague or a trade union representative to any meetings held under the formal procedures, including appeal meetings. This right to be accompanied will be confirmed in writing and does not extend to the right to be accompanied by a legal representative or any other external third party.

### **When will a decision about the grievance outcome be made?**

Following the grievance meeting and any appropriate investigations, the manager will reach a decision on the grievance raised and make recommendations on the appropriate course of action, considering all relevant evidence and information. A decision will be communicated as soon as possible and in writing. If there are delays due to, for example, further investigations being required, the employee will be informed about the length of the delay and the reason for the delay.

### **What can I do if I don't agree with the outcome of the grievance hearing?**

Any employee who is dissatisfied with the outcome of their grievance can appeal to a member of management who is more senior than the manager who has taken the decision. Employees may choose to appeal because:

- they think the finding or decision was unfair
- new information is provided to be considered
- they think the process was unfair

If an employee does wish to appeal, they must inform the Company in writing, detailing the grounds for the appeal. Any request for an appeal must be made as soon as possible and ideally within 5 working days from the date the employee received the outcome of the grievance hearing.