

Should an employee have a real or imagined cause for complaint, especially unfair treatment, it is important for all concerned that a solution is found and the situation resolved as soon as possible.

When employees have a concern, problem or complaint, they should try and resolve it informally in the first instance. The matter should be raised with their immediate superior, if this is not practicable or indeed their grievance is with this person, they should go to the next senior manager. Hopefully the grievance can be settled amicably at this point.

If it is not possible to resolve a grievance informally and an employee feels they wish to raise the matter formally, they should do so without unreasonable delay notifying a manager who is not the subject of the grievance. This should be done in writing and should set out the nature of the grievance.

In these circumstances the following procedure will be followed;

- 1) The employee will then be invited in writing to a meeting to discuss the grievance. A time and place to suit all parties will be arranged. The employee must have it explained that they have the right to be accompanied by a company representative or other person of their choice.
- 2) In the meeting the employee will be allowed to explain their complaint. If at any time the employer thinks that further investigation or advice is needed the meeting may be adjourned for this to be made.
- 3) Following the meeting a decision will be made on what action, if any, to be taken. Decisions will be communicated to the employee, in writing, without unreasonable delay and, where appropriate, will set out what action the employer intends to take to resolve the grievance.
- 4) It will be explained to the employee that they have the right of appeal against the decision if they are not satisfied with it. (They also have the right to be accompanied, as before, and wherever possible the appeal will be heard by a more senior manager than the original hearing.
- 5) The outcome of the appeal will be communicated to the employee in writing without unreasonable delay.

This policy and the associated procedure are written with reference to the ACAS Discipline & Grievance Code