



## Grievance Procedure

From time to time, our people may have problems or concerns about their work, working conditions or relationships with colleagues that they wish to talk about with their manager. They want the grievance to be addressed, and if possible, resolved.

To ensure grievances are handled fairly, speedily and consistently, the following procedure will apply.

### Stage 1 – Informal

The employee should, in the first instance, start by talking any issues over with their manager. It may be possible to agree a solution informally.

If the issue is in relation to their line manager, the employee should talk to their manager's line manager.

### Stage 2 – Formal

If the matter is serious or the employee wishes to raise the matter formally, they should set out the grievance in writing to their manager.

The manager should arrange a meeting within 5 days of receiving the grievance, giving the employee the right to be accompanied by a colleague or trade union representative.

The manager will respond to the employee within 3 days of the hearing. In some circumstances it may be necessary to gather further information before providing a response. In such circumstances, the employee will be informed of the delay.

### Appeal

If the employee is unhappy with the manager's decision, they can submit an appeal in writing within 5 days of receipt of the decision to the People Partner.

The People Partner will arrange an appeal hearing, within 5 days of receiving the grievance appeal, conducted by a Senior Manager and a member of People Team, who have not been involved in the initial proceedings.

The employee may choose to be accompanied by a colleague at an appeal hearing. The senior manager will respond to the employee within 5 days of the appeal hearing. The decision of the appeal hearing is final, and the grievance procedure is exhausted following this stage.