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# PO81 GRIEVANCE POLICY & PROCEDURE

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## Policy

### Introduction

The object of the grievance policy set out below is to provide a means for dealing promptly with any grievance, which an employee may have in the course of, and connected with, his or her employment. The policy complies with the ACAS Code of Practice on discipline and grievance.

### Scope

The organisation requires good standards of conduct and performance from all employees. The aim of this policy is to ensure that employees' workplace concerns are dealt with consistently and effectively. This policy applies to all employees in the organisation.

Where an employee has a complaint relating to disciplinary action, including dismissal, they should address this through the disciplinary appeals process. However, should the employee feel that the disciplinary action taken is discriminatory or that, contrary to the organisation's assertion, has not been taken on conduct or capability grounds then the employee should put full details of their grievance **in writing** to their immediate line manager.

### Responsibility

The manager is responsible for ensuring that this policy is applied consistently to all grievances raised by employees within their area of accountability.

The employee is responsible for adhering to the policy and working with their manager to resolve their grievance.

### The Right to be Accompanied

At any grievance hearing an employee may request to be accompanied by a fellow employee of their choice or by a trade union official. Where a trade union is recognised in the workplace it is good practice for workers to ask an official from that union to accompany them. If an employee chooses a lay trade union official they should be certified by their union as having experience of having received training in acting as an employee's companion at grievance hearings. The organisation may wish to see evidence that the trade union official who accompanies them is so certified.

Before the hearing takes place, in order to exercise the right to be accompanied a worker must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for employees to insist on being accompanied by a companion whose presence would prejudice the hearing nor would it be reasonable for an employee to ask to be accompanied by a companion from a remote geographical location if someone suitable and willing was available on site.

If the companion can't attend on a proposed date, the employee can suggest an alternative time and date so long as it is reasonable and it is not more than five working days after the original date.

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The companion will be allowed to address the hearing in order to put the employee's case and sum up where appropriate. The companion can also confer with the employee during the hearing. The companion has no right to answer questions on the employee's behalf, or to address the hearing if the employee does not wish it, or to prevent the organisation from explaining their case.

## Guidance

### Informal Procedure

Employees should aim to resolve most grievances informally with their line manager. This allows for problems to be resolved swiftly. If the grievance cannot be resolved informally then the following formal procedure should be followed.

### Formal Procedure

#### Stage 1

Employees should put full details of their grievance **in writing**, to their immediate line manager. Where the grievance is against the line manager the matter should be raised with a more senior manager.

The manager will then invite the employee to attend a meeting in order to discuss the grievance and will inform the employee of his or her statutory right to be accompanied at this meeting. This meeting will be convened at a reasonable time and place to be determined by the organisation. The employee must take all reasonable steps to attend this meeting.

This meeting will not take place until the employee has informed the organisation in writing as to the basis for the grievance and the organisation has had a reasonable opportunity to consider their response to this information.

After the grievance meeting, the manager will endeavour to issue his/her response to the grievance as soon as is reasonably practicable and will inform the employee of his/her right to appeal against the decision if he/she is not satisfied with it.

Where reasonably practicable the appeal will be dealt with by a more senior manager than attended the first meeting.

#### Stage 2 (Appeal)

If the employee feels that the grievance has not been satisfactorily resolved, then he or she should write without unreasonable delay, setting out the grounds for any appeal, to the relevant manager hearing the appeal.

The relevant manager will then invite the employee within a reasonable time frame to attend a further meeting in order to discuss the grievance and any specific grounds of appeal and should inform the employee of his or her statutory right to be accompanied at this meeting. The employee must take all reasonable steps to attend this meeting.

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The manager will endeavour to issue his response in writing to the grievance as soon as is reasonably practicable after the appeal meeting.

**The decision taken at the Appeal is deemed to be final.**

Related Policies: none  
Related Documents: none  
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