

Grievance

1. Purpose and Scope

If an employee has a grievance regarding their work or the people they work with, they should wherever possible raise it informally in the first instance either with their manager or if it concerns their manager another senior member of staff. The aim is to agree a solution informally wherever possible.

2. Formal Grievance Procedure

If it has not been possible to resolve the grievance informally or it is not appropriate to do so, the employee should set out their grievance formally in writing to Amy Ferguson or Mandy Husk/ Tracey Stevens (if the grievance concerns their manager), clearly stating the facts of the matter.

3. Grievance Hearing

The employee will be invited to attend a grievance hearing to discuss their grievance. The employee has a statutory right to be accompanied at a grievance meeting if it deals with a complaint about a duty owed to the employee by the employer such as a breach of contract or legislation.

The Employer must respond in writing within a reasonable time scale on the outcome of the Employee's grievance in terms of any decision made or remedial action proposed. The Employee will have the opportunity to appeal against the Employer's decision.

Appeals

An employee who wishes to appeal against a grievance decision must do so in writing within five working days, clearly stating the grounds on which they wish to appeal. Amy Ferguson will hear the appeal and their decision is final.

Date of Review	Changes Made	Signatures	Date of Next Review
15/01/15	Highlighted in red	A. Ferguson	January 2016
20/04/2016	None	A. Ferguson	April 2017
05/04/2017	None	A. Ferguson	April 2018