

Grievance Procedure

The Grievance Procedure provides for complaints and problems relating to your employment to be expressed and a satisfactory resolution of an issue to be achieved at the earliest possible stage of procedure.

At all stages of procedure the employee will have the right to be accompanied by a Union Representative or a work colleague, and shall be informed of that right.

The procedure applies to all employees and is as follows:

1. In the first Instance the employee directly to his/her Supervisor/Manager should raise the complaint. If the matter is too personal to discuss with the immediate Supervisor/Manager, the individual may wish to talk with a member of Personnel who will provide advice on how to proceed. .
2. The facts surrounding the complaint will then be established.
3. If it is considered unnecessary to resort to formal measures to resolve the issue, the matter will be discussed with the employee, suggesting possible solutions.
4. If the matter has not been resolved informally, a formal grievance should be made in writing to Personnel. The following stages will be taken:
 - a. As soon as is practicable, a grievance hearing will be arranged with a member of the Executive Management Team. All parties will be given at least 5 working days notice of a hearing, except where this is waived by mutual consent. The outcome of the hearing will be confirmed to all parties, in writing, within 5 working days of the hearing. And the employee will be notified of his right to appeal against the decision.
 - b. If the individual wishes to appeal against the decision made at stage a) of the procedure, then this must be notified, in writing, to Personnel, within 7 working days of the date of written confirmation of the stage a) decision.
 - c. As soon as is practicable a grievance hearing will be arranged with the Managing Director. The final decision will be confirmed to all parties in writing, within 3 working days.

All documentation, including witness statements to be presented as evidence, must be circulated to all parties, via Personnel, prior to the hearing.