

1 Introduction

The grievance procedure enables the Company to ensure that any problems, complaints or concerns raised by employees are dealt with in a fair, timely and consistent manner. If a member/employee has a grievance or complaint regarding:

- 1.1 discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin; or
- 1.2 treatment by fellow members, guests and colleagues including harassment and bullying; or
- 1.3 their health and safety or a breach of statutory employment rights; or
- 1.4 any other issue affecting their membership and / or employment.

It should be raised in line with this procedure.

Complaints in respect of disciplinary action taken by the Company should be dealt with as an appeal under the disciplinary procedure.

2 Informal Procedure

- 2.1 Where possible, the member or employee should discuss the grievance or complaint with their hub leader or a member of the committee on an informal basis first. The hub leader/committee will discuss any concerns and attempt to resolve the matter within a reasonable timescale. Where it is not possible for the member or employee to talk to their hub leader or committee, or if the grievance concerns him or her, they should instead talk to the HR Director.
- 2.2 Where the informal procedure is used, both parties should keep a written record of the meeting including what was discussed and any proposed action.
- 2.3 If the grievance has not been resolved or cannot be settled informally, the matter should be dealt with in accordance with the formal grievance procedure.

3 Formal Grievance Procedure

3.1 Written Statement

- 3.1.1 The aggrieved member/employee must first send a written statement detailing the nature of the grievance to the hub leader/committee without unreasonable delay.
- 3.1.2 Where it is the hub leader of committee who is the subject of the Grievance, the employee should

instead send the written statement to the HR Director.

3.2 **Grievance Meeting**

- 3.2.1 Upon receiving the written statement, the hub leader/committee will arrange for a formal meeting to be held in order to discuss the grievance. The formal meeting will be held without unreasonable delay and usually no longer than 5 working days after the statement of grievance is received.
- 3.2.2 The meeting must not take place if the hub leader/committee have not had a reasonable opportunity to consider their response to the information.
- 3.2.3 Before the meeting, a thorough investigation of the facts relating to any allegations must take place. Any requests for anonymity and confidentiality should be taken seriously.
- 3.2.4 The member/employee may, following a reasonable request, be accompanied by a fellow member, a colleague, a suitably certified trade union representative or an official employed by a trade union. The companion may not, however, answer questions on behalf of the member or employee.
- 3.2.5 The member/employee's chosen companion will be able to address the meeting to put or sum up the member/employee's case, as well as confer with the member/employee during the meeting. They may not, however, answer questions on the member/employee's behalf, address the meeting if the member/employee does not wish them to do so or prevent the Company from explaining their case.
- 3.2.6 The Company reserves the right to refuse to accept a companion whose presence may undermine the grievance process.
- 3.2.7 The hub leader/committee, member, employee and their companions shall make every effort to attend the meeting. If the member/employee fails to attend the grievance hearing without explanation or seems to make insufficient efforts to attend, then the hearing may proceed in the member/employee's absence.
- 3.2.8 If possible, the member/employee should explain how they think the grievance could be resolved.
- 3.2.9 If a further investigation of the matter is required, then the meeting should be adjourned to a later date before a decision is taken about how to deal with the member/employee's grievance.

3.3 **Outcome of meeting**

- 3.3.1 Following the meeting and investigation and without unreasonable delay, the hub leader/committee shall set out in writing the outcome of the hearing and any action they intend to take to resolve the grievance (if appropriate).

3.3.2 The hub leader/committee shall also inform the member/employee of their right to appeal if they are not satisfied with the action taken.

3.3.3 Any action taken shall be monitored and reviewed, as appropriate, to ensure it effectively deals with the issue.

3.4 **Appeal**

3.4.1 Members/Employees have the right to appeal where they feel their grievance has not been satisfactorily resolved.

3.4.2 The request for an appeal must state the grounds for the appeal and should be submitted to the HR Director in writing within 5 working days of receiving written confirmation as to the outcome of the grievance meeting.

3.4.3 The hub leader/committee will arrange a further meeting to discuss the appeal within a reasonable time of receiving the request for an appeal. The member/employee will be informed of the time and place of the appeal in advance.

3.4.4 The appeal will be dealt with impartially and, wherever possible, will be chaired by someone who has not previously been involved in the case and is of increased seniority to the one who dealt with the original grievance. This appeal hearing is not a re-hearing of the original appeal but a consideration of the specific areas of dissatisfaction in relation to the original grievance.

3.4.5 The member/employee has the right to be accompanied at the appeal meeting and the outcome of the appeal meeting shall be communicated to the member/employee in writing within 5 working days. Decisions made at this point are final and the grievance procedure is concluded.

4 **Confidentiality**

4.1 Grievances will be handled with as high a degree of confidentiality as is practicable.

4.2 Confidential records of the grievance will be kept on file in accordance with the Company's Data Protection Policy. Data collected as part of informal complaints and the grievance procedure is held securely and accessed by, and disclosed to, individuals only for the purposes of responding to the complaints or conducting the grievance procedure.

5 **Special Cases**

5.1 Where a grievance is raised during the disciplinary process, the disciplinary process may be suspended so the grievance can be dealt with first.

5.2 The above procedure shall not be used for collective grievances.