

## Grievance Policy

If you have a grievance or complaint relating to your work, your working conditions, your pay and benefits, working hours, or treatment at the hands of your fellow workers, or if you are concerned about your health and safety or a breach of your statutory employment rights or any other issue affecting your employment, you should first talk the matter over on an informal basis with your [immediate supervisor/manager]. He/she will use their judgement and, where appropriate, discuss your concerns in confidence, make discreet investigations, and attempt to resolve the matter speedily and fairly.

### Formal procedure

#### Stage 1

If you prefer to put your complaint or grievance on a more formal footing, please write to your [supervisor/manager] setting out your grievance and the basis for it and ask for a meeting. Please note that you have the legal right to be accompanied at that meeting, and at any further such meetings, by a fellow worker or a full-time trade union official of your choice. The meeting may be postponed, at your request, and for up to five working days, if your chosen companion is not available to attend on the date set for the meeting in question.

If your [supervisor/manager] cannot resolve your difficulty to your complete satisfaction within five working days, he/she will give you his/her reasons in writing and will advise you of your right to pursue the matter further through an appeal to your head of school.

#### Stage 2

On receipt of your appeal, your head of school will arrange to meet with you to discuss the grounds for your appeal. The head of school will subsequently make his/her decision within the next five working days. If you are still unhappy about the outcome, you should ask him/her to send a copy of his/her written decision to the managing director within the next [five] working days, together with a copy of your original complaint.

#### Stage 3

The managing director will discuss the issue with you at a meeting convened for that purpose, will speak to your supervisor and the head of school, and will give you his/her decision in writing within the next fourteen working days. The managing director's decision will be final.

### Format of a grievance hearing

The format of any formal grievance hearing conducted by the Company will be as follows:

- The purpose of a formal grievance hearing will normally be to establish the facts about the employee's grievance and determine what (if any) action can reasonably be taken to resolve it.
- The person leading the hearing (the chair) will introduce the hearing, and explain its purpose and how it will be conducted.
- The employee will be entitled to be accompanied at the hearing, if he/she wishes, by a fellow worker or trade union official of his/her choice.
- The parties present at the hearing will introduce themselves and confirm their respective roles in the hearing.
- The chair will state whether or not any witnesses have been asked to give evidence at the hearing, and if so, who they are.
- The chair will state that the hearing is being conducted as part of the organisation's formal grievance procedure and confirm that a written record of the hearing is being made.
- The chair will invite the employee to state his/her case, ie the circumstances that have led to the grievance, the nature of the grievance and why he/she feels aggrieved. The employee may do this personally, or the employee's representative (if he/she has elected to be represented) may do this on his/her behalf.
- Any witnesses whom the employee has decided to call will be called into the hearing and asked to state any 'evidence' that is relevant to the employee's grievance in front of the parties.
- The chair may ask the employee (and any witnesses) questions about the circumstances of the grievance in order to establish all the relevant facts, background and surrounding circumstances.
- The chair has the right to ask the employee personally to answer such questions, although the employee may on request confer with his/her representative at any time during the grievance hearing.
- Once all the evidence has been heard, the chair will sum up the key points of the hearing.
- The chair will inform the employee of when a decision will be made about what, if any, action will be taken to resolve or otherwise deal with the grievance.
- The chair will inform the employee that he/she will have the right to appeal against the outcome of the grievance hearing if he/she is not satisfied with it.
- The chair will thank the parties for attending and close the meeting.
- At any point during the hearing, the chair may adjourn the proceedings if it appears necessary or desirable to do so, including for the purpose of gathering further information or investigating any allegations made.