

Example policy: Grievance policy

- Use this model policy to set out the steps that any employee with a grievance relating to his or her employment should take
- Complete all details indicated in [brackets, blue and red font]
- Delete these HR notes
- Change all font to black and size 11
- Print on Company headed paper with logo

Formal grievance procedure

Employees have access to a procedure to ensure that any formal grievance you raise, hold a meeting to discuss it with your manager, then you should speak informally to another manager. If this does not resolve the issue, you should follow the formal procedure below.

Issues that may cause grievances include:-

- Terms and conditions of employment
- Health and safety
- Work relations
- Bullying and harassment
- New working practices
- Working environment
- Organisational change
- Discrimination

This procedure applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors.

If you have difficulty at any stage of the grievance procedure because of a disability or because English is not your first language, you should discuss this with your manager or the HR manager as soon as possible.

This grievance procedure should not be used to raise a grievance about a disciplinary action. If you are dissatisfied with a disciplinary action, you should seek to appeal under the appropriate procedure.

We operate a whistleblowing procedure for employees to report illegal activities, wrongdoing or other concerns within the organisation. However, where you are directly affected by the matter or you feel you have been victimised for an act of whistleblowing, you should raise the matter under this grievance procedure.

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Written grievances will be placed on your personnel file along with any other documents taken and any notes or other documents compiled during the process. All grievances will be processed in accordance with the formal procedure below.

Procedure

Informal resolution

Grievances should be raised quickly and informally through discussion with your manager. You may prefer to speak to your manager, for example, because the complaint is minor or you are unsure if it is a grievance. If you are unsure, you should speak to your manager. If this does not resolve the issue, you should follow the formal procedure below.

Formal written grievances

If your grievance cannot be resolved informally you should put it in writing and submit it to your manager, indicating that it is a formal grievance. If the grievance concerns your manager you may submit it instead another manager.

The written grievance should contain a brief description of the issue, including any relevant facts, dates, and names of individuals involved. You may need to ask you to provide further information.

Investigation

In some cases we may need to carry out an investigation into your grievance. The investigation required will depend on the nature of the allegations and will vary in complexity. It may involve interviewing and taking statements from you and any witnesses, or reviewing relevant documents. The investigation may be carried out by your manager or someone else appointed by us.

You must co-operate fully and promptly in any investigation. This may include informing us of the names of any relevant witnesses, disclosing any relevant documents to us and attending investigative interviews if required.

We may initiate an investigation before holding a grievance meeting. Where appropriate. In other cases we may hold a grievance meeting before carrying out an investigation (if any) to carry out. In such cases we will discuss the investigation with you before we reach a decision.

Right to be accompanied

You have the right to be accompanied at any grievance meeting under this procedure. You may choose to be accompanied by a trade union official or a fellow [company] employee. You must inform us of the name of the person you wish to accompany you before the meeting. At the meeting, your companion may make representations to us and ask questions, but should not answer questions on your behalf. You may confer privately with your companion at any time during the meeting.

Acting as a companion is voluntary and your colleagues are under no obligation to do so.

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Workers will be allowed reasonable time off from duties, without loss of pay, for a companion.

If your choice of companion is unavailable, you may choose another person, for example:-

• a companion who has a conflict of interest or may prejudice the investigation

• If you are away from your site and someone reasonably suitable is

• a companion who is not available at the time a meeting is scheduled and will not be

• available for more than five working days.

Grievance meetings

We will arrange a grievance meeting, normally within **[one week]** of receiving your grievance. You and your companion (if any) should make every effort to attend all meetings. If you or your companion cannot attend at the time arranged, you should inform us immediately and we will try, within reason, to arrange an alternative meeting.

The purpose of a grievance meeting is to enable people to discuss the grievance and to think it should be resolved. It is not a disciplinary hearing. All relevant evidence and information should be made available to all parties.

A grievance meeting may be adjourned for further investigations and hold further meetings if considered appropriate. Such meetings will be arranged without notice.

We will write to you, usually within **[one week]** of the final grievance meeting, to inform you of the outcome of your grievance and any further action that we intend to take to resolve the grievance. We will also remind you of your right of appeal. Where appropriate we may hold a meeting to give you this information in person.

Appeals

If the grievance has not been resolved to your satisfaction you may appeal to the **[manager]**, stating your full grounds of appeal, within **15** working days of the date which the decision was sent or given to you.

We will hold an appeal meeting within **10** working days of receiving your written appeal. This will be held at a time and place which you will be notified of. You will be invited to attend the meeting (and you may bring a companion if you wish to be present). You have a right to be accompanied (and you may bring a companion if you wish to be accompanied).

We will write to you with the decision in writing, usually within **[one week]** of the appeal meeting.

This is the end of the procedure and there is no further appeal.