

Grievance policy

[About this policy](#)

[Written grievance](#)

[Grievance meeting](#)

[Appeals](#)

About this policy

Most grievances can be resolved quickly and informally through discussion with your manager or a Senior Management Team member. However, if this does not resolve the problem, you should initiate the formal procedure below.

This procedure applies to all employees regardless of the length of service.

This procedure does not form part of any employee's contract of employment. Accordingly, it may be amended at any time, and we may depart from it depending on the circumstances of any case.

Written grievance

You should put your grievance in writing and submit it to your manager. If your grievance concerns your manager, you may submit it to another member of a Senior Management Team.

The written grievance should state the nature of the complaint, including any relevant facts, dates, and names of individuals involved, so that we can investigate it.

Grievance meeting

The organization will arrange a grievance meeting, normally within one week of receiving your written grievance. You should make every effort to attend.

You may bring a companion to the grievance meeting if you make a reasonable request in advance and tell the organization the name of your chosen companion. The companion may be either a trade union representative or a colleague who will be allowed reasonable paid time off from duties to act as your companion.

If you or your companion cannot attend at the time specified, you should let the organization know as soon as possible, and the organization will try, within reason, to agree on an alternative time.

The organization may adjourn the meeting if necessary to conduct further investigations, after which the meeting will usually be reconvened.

The Senior Management Team will write to you, usually within one week of the last grievance meeting, to confirm our decision and notify you of any further action that is intended to take to resolve the grievance. The Senior Management Team will also advise you of your right of appeal.

Appeals

If the grievance has not been resolved to your satisfaction, you may appeal in writing to a Senior Management Team member stating your full grounds of appeal within one week of the date the decision was sent or given to you.

The Senior Management Team will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with impartially by a manager who has not previously been involved in the case.

The Senior Management Team will confirm our final decision in writing, usually within one week of the appeal hearing. There is no further right of appeal.