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Policy and Procedure on Grievances

Policy

We recognise that from time to time employees may wish to seek redress for grievances relating to their employment. In this respect, we encourage free communication between employees and their management to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

Where a grievance cannot be dealt with informally, the following procedure should be adopted where an employee has a grievance arising from their employment, except where the matter constitutes an appeal against a disciplinary decision which should be taken up in accordance with the disciplinary appeals procedure.

Procedure

- Where an employee has a grievance arising from employment, he or she should initially raise the matter in writing with the manager.
- The manager should invite the employee to attend a formal hearing to discuss the grievance. The employee has a statutory right to be accompanied at the hearing by a work colleague of his or her choice.
- After due consideration, the manager will give a decision in writing, if possible, within 15 working days of the grievance hearing, and offer the right of appeal.
- If the matter is not resolved to the employee's satisfaction the employee may appeal the matter to the Registered Provider to act as an impartial person, who will obtain the manager's record of the grievance, record any additional information and hear the appeal within 15 working days.

The employee again has the statutory right to be accompanied by a work colleague of his or her choice. A decision will be given in writing, if possible, within five working days of the date of referral. This decision is final.

- Grievances concerning an employee's immediate manager should be referred to the Business Manager.
- Disciplinary action and dismissal are not normally heard under the grievance procedure as these can be dealt with through disciplinary appeals procedure.

Reviewed June 2021 by Miss Sandhya