

## **Statement of Terms & Conditions of Employment**

### **A 13 GRIEVANCE PROCEDURES**

#### **INTRODUCTION**

It is the organisation's aim to ensure that its employees are given the opportunity to raise and have resolved grievances and disputes.

Management hope that the great majority of doubts and problems will be settled quickly through constructive informal discussions. However, they recognise the need for a formal procedure designed to meet those circumstances which cannot quickly be resolved through informal discussion.

#### **1 REPRESENTATION**

At all stages of the Grievance Procedure the employee will have the right to be represented/accompanied by either his/her trade union representative or a fellow employee of his/her choice.

#### **2 RIGHT OF APPEAL**

An employee will have the right of appeal against any formal decision taken on a grievance issue. Notice of the right of appeal will include details of the time limit within which such an appeal must be made.

#### **3 STATUS QUO -ANTE**

Should the Grievance Procedure be invoked, both parties agree to maintain the status quo-ante (the previous state of affairs) until the issue which is the subject of the grievance is resolved.

#### **INFORMAL STAGE**

Any employment related concern should be discussed in the first instance with your Supervisor.

If the matter cannot be satisfactorily resolved at this stage, the following formal procedure will apply.

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### **FORMAL PROCEDURE**

#### **Stage 1**

Any employee who has a grievance relating to their employment should raise the matter in writing to his/her immediate Supervisor, who should try to resolve the matter within 2 working days.

A written record of grievance and any proposed solution/agreement will be recorded in personal file.

#### **Stage 2**

If the matter is not resolved to the satisfaction of the employee within time agreed, the employee should request a meeting with the Director.

The Director will convene a meeting within 3 working days of request and having carried out what investigation is deemed necessary give a decision within 5 working days of the meeting taking place.

A written record of grievance and any proposed solution/agreement will be recorded in personal file.

#### **Stage 3**

If the employee is still not satisfied he/she should present the grievance in writing to the Director. The Director should inform the employee and his/her trade union if appropriate of the date and time of hearing. Following hearing of the grievance, the Director will give their decision in writing to both employee and trade union within 3 working days of date of meeting.

#### **Stage 4**

Appeals from the decision of the Director will be to the Management Committee.

The employee should set out clearly, in writing, the grounds for such an appeal, which should be submitted within 7 days of the employee receiving notification of the Director's decision.

A hearing will be convened within 20 working days.

Following the hearing of the grievance, The Management Committee will give its decision in writing to both employee and Trade Union within 5 working days of date of hearing.

The appeal to the Management Committee is the final level of appeal within Trafalgar. Subsequent to this the employee may have the right to go to an Employment Tribunal. Independent advice should be sought as appropriate by the employee

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### **GRIEVANCES RAISED AFTER THE TERMINATION OF EMPLOYMENT**

If an employee raises a grievance after either side has terminated the employment relationship, exactly the same rules and procedure as specified above will be followed.

### **COLLECTIVE GRIEVANCES**

These should be raised at stage 2 in the first instance.

Where the issue remains unresolved following exhaustion of the internal procedure, both Trafalgar and the employee can agree to refer the matter to ACAS for conciliation.

[Timescales may be amended at each stage of the procedure by mutual agreement]