



NORWOOD UK

Grievance Procedure Policy

Grievance Procedure Policy

This procedure applies to all staff regardless of length of service. The procedure is referred to in your Contract of Employment but is not contractual. It may be amended at any time and we may depart from it depending on the circumstances of any case.

Using the grievance procedure

Most grievances can be resolved quickly and informally through discussion with your manager or the Human Resources Manager. If this does not resolve the problem you should initiate the formal procedure below reasonably promptly.

Step 1: 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 the Human Resources Manager.

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

Step 2: meeting

We will arrange a grievance meeting, normally within five working days of receiving your written grievance. You should make every effort to attend.

You have the right to be accompanied by a work colleague (or Trade Union Representative) who may make representations and ask questions on your behalf. Your representative will not, however, be permitted to answer questions put to you by the Company.

You should take all reasonable steps to attend a grievance hearing. If however, you or your companion is not able to attend the hearing at the appointed time,

Issue Date 01/01/2017

Issue 1

Document No: 025

Uncontrolled when copied

you should notify the Human Resources Department. An alternative hearing will be arranged at a time to suit all parties, but ideally, not more than five working days after the date of the original hearing.

We may adjourn the meeting if we need to carry out further investigations, after which the meeting will usually be reconvened.

We will write to you, usually within five working days of the last grievance meeting, to confirm our decision and notify of you of any further action that we intend to take to resolve the grievance. We will also advise you of your right of appeal.

Step 3: appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to Justin Shuttlewood, stating your full grounds of appeal, within five days of the date on which the decision was sent or given to you.

We will hold an appeal meeting, normally within five working days of receiving the appeal. You will have a right to bring a companion.

We will confirm our final decision in writing, usually within five working days of the appeal hearing. There is no further right of appeal.

Recordings

You, and anyone accompanying you (including witnesses), must not make electronic recordings of any meetings or hearings conducted under this procedure.

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to read 'Jo Shuttlewood', written over a faint, illegible printed name.

Jo Shuttlewood – HR Director

Issue Date 01/01/2017

Issue 1

Document No: 025

Uncontrolled when copied