

## **FAWKES & REECE GRIEVANCE PROCEDURE**

### **1. Purpose and Scope**

The purpose of this Grievance Procedure is to settle grievances or complaints fairly and it is intended to operate simply and quickly. Every effort will be made to resolve the issue at the earliest possible stage, and at each stage efforts will be made in order to avoid proceeding to the next stage and to settle the grievance amicably.

If an employee has a grievance with any other member of staff, and is unable to sort it out informally, the matter should be referred to his/her manager or supervisor. The employee and their manager then may be able to agree an informal solution between themselves.

If the grievance is serious in nature or remains unresolved or the employee wishes to raise the matter formally, the employee can use the formal grievance procedure.

In the case of a grievance being taken out as a counter-grievance, or in response to any disciplinary action, it may be appropriate to deal with both issues at the same time. If appropriate, the disciplinary procedure may be temporarily suspended in order to deal with the grievance.

### **2. The Procedure**

#### **Raise the grievance in writing**

The employee should raise a grievance with their line manager without unreasonable delay, normally within one month of the incident (or final incident) which gives rise to the complaint.

If the grievance is against the employee's manager or supervisor, the matter should be raised with the Head of Contracts and Compliance. In the case of the Head of Contracts and Compliance, the matter should be raised with the Associate Director or Finance Director. Whoever deals with the grievance at the meeting will normally be excluded from hearing any appeal.

The employee must detail in writing the specific circumstance or circumstances which constitute the grievance, with dates, times, witnesses, etc. as applicable. Employees should stick to the facts and avoid emotive, insulting or abusive language.

#### **Invitation to a Grievance Meeting**

The manager or supervisor will invite the employee to attend a meeting, without unavoidable delay to discuss the matter. This will generally be arranged within five working days of receiving the written grievance.

The manager or supervisor will state that the employee is entitled to be accompanied by a trade union representative or work colleague at the meeting.

#### **Grievance Meeting**

Where possible, a note-taker, who must be uninvolved in the case will take down a record of the proceedings.

The manager or supervisor (or Head of Contracts and Compliance, Finance Director or Associate Director) will introduce the meeting, read out the grounds of the employee's grievance, ask the employee if they are correct and require the employee to provide clarification regarding details of the grievance if unclear.

The employee will be given the opportunity to put forward his/her case and say how they would like to see it resolved. The employee may call witnesses and refer to any documents previously provided to the manager or supervisor (or Head of Contracts and Compliance, Finance Director or Associate Director).

The manager or supervisor may question the employee and any of the employee's witnesses.

The employee/companion will be given the opportunity to sum up but may not introduce any new material.

The meeting may be adjourned by the manager or supervisor (or Head of Contracts and Compliance, Finance Director or Associate Director) if it is considered necessary to undertake further investigation. Any necessary investigations will be carried out to establish the facts of the case. The meeting will be reconvened as soon as possible.

Having considered the grievance, the manager or supervisor (or Head of Contracts and Compliance, Finance Director or Associate Director) will give his/her decision regarding the case in writing to the employee which will normally be within five working days. If appropriate, the decision will set out what action the employer intends to take to resolve the grievance or if the grievance is not upheld, will explain the reasons. This will also include notifying the employee of his/her right of appeal and the procedure to be followed.

### **Appeal**

If the grievance is not resolved to the employee's satisfaction, they must set out their grounds of appeal in writing within five working days of their receipt of the written decision.

Within five working days of receiving an appeal letter, the employee should receive a written invitation to attend an appeal meeting will be held by a more senior manager or director not involved in the original meeting. The appeal meeting will be held without unavoidable delay and with a note-taker present if possible.

The employee is entitled to be accompanied by a trade union representative or work colleague at the appeal.

The meeting may be adjourned by the senior manager or director hearing the appeal, if it is considered necessary to undertake further investigation. The meeting will be reconvened as soon as possible.

After the appeal meeting, the senior manager or director must inform the employee in writing of their decision within five working days of the meeting. Their decision is final.

**Signed:**



**Name: Ray Connolly**

**Date: November 2022**