



Heart of England Training Ltd

Grievance

Procedure 2022



1. Introduction

It is the Company's policy to ensure that employees with a grievance relating to their employment can use a procedure which can help to resolve grievances as quickly and as fairly as possible.

2. Policy

The primary purpose of this grievance procedure is to enable staff to air any concerns that they may have about practices, policies or treatment from other individuals at work or from the Company, and to produce a speedy resolution where genuine problems exist. It is designed to help all employees to take the appropriate action when they are experiencing difficulties, in an atmosphere of trust and collaboration.

Although it may not be possible to solve all problems to everyone's complete satisfaction, this policy forms an undertaking by the Company that it will deal objectively and constructively with all employee grievances, and that anyone who decides to use the procedure may do so with the confidence that their problem will be dealt with fairly.

This grievance procedure is not a substitute for good day-to-day communication in the Company and employees are encouraged to discuss and resolve daily working issues in a supportive atmosphere. Many problems can be solved on an informal footing very satisfactorily if all employees are prepared to keep the channels of communication between themselves open and working well. This procedure is designed to deal with those issues that need to be approached on a more formal basis so that every route to a satisfactory solution can be explored and so that any decisions reached are binding and long lasting.

3. Informal discussions

Employees with a grievance regarding their employment should discuss it informally with their immediate manager. It is hoped that the majority of concerns are resolved at this stage.

4. Statutory grievance procedure

If an employee feels that the matter has not been resolved through informal discussions, it should be raised formally with management. Under the statutory grievance procedure employees must: -

Stage 1

In the event of an employee having a formal grievance relating to their employment they should, in the first instance, put the complaint in writing and address it to their line manager. Where the grievance is against their line manager, the complaint should be

addressed to an alternative manager. A manager (who may not be the manager to whom the grievance was addressed) will then invite the employee to attend a grievance meeting to discuss the grievance who has the right to be accompanied at the meeting by a trade union official or a fellow employee of choice. Every effort will be made to convene the grievance meeting at a time that is convenient for the employee and their companion to attend. If this means that the meeting cannot be held within a reasonable period (usually within five working days of the original date set), it is requested that arrangements be made with another companion who is available to attend. Any employee who is chosen to accompany another in a grievance meeting is entitled to take paid time off for this purpose. All reasonable steps must be taken to attend the grievance meeting.

Following the meeting, the Company will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the grievance meeting. If it is not possible to respond within this period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Company's decision on the grievance and notified of their right to appeal against that decision if they are not satisfied.

Stage 2

In the event that the employee feels their grievance has not been satisfactorily resolved, they may then appeal in writing within five working days of the grievance decision.

On receipt of the appeal letter, a more senior manager (who again may not be the person to whom the appeal was addressed) shall make arrangements to hear the grievance at an appeal meeting and at this meeting the employee may again, if they wish, be accompanied by a trade union official or a fellow employee of choice. All reasonable steps must be taken to attend the grievance appeal meeting.

Following the meeting, the senior manager will endeavour to respond to the grievance as soon as possible and, in any case, within five working days of the appeal meeting. If it is not possible to respond within this time period, the employee will be given an explanation for the delay and be told when a response can be expected. The employee will be informed in writing of the Company's decision on the grievance appeal.

This is the final stage of the grievance procedure and the Company's decision shall be final.

5. Former employees

Ex-employees may also raise grievances after their employment has ended. In this case, the grievance procedure set out above will continue to apply, unless both parties agree in writing that a modified form of grievance procedure will apply instead. Under the modified grievance procedure, details of the grievance must be given in writing and the Company will then formally respond in writing without the need for a grievance meeting and without a right of appeal.

If the complaint relates to former employees' dissatisfaction with a dismissal decision, they should not invoke the grievance procedure but should instead appeal against that decision in accordance with the appeal procedure with which they have been provided.

This policy is reviewed annually by Directors and governors.

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