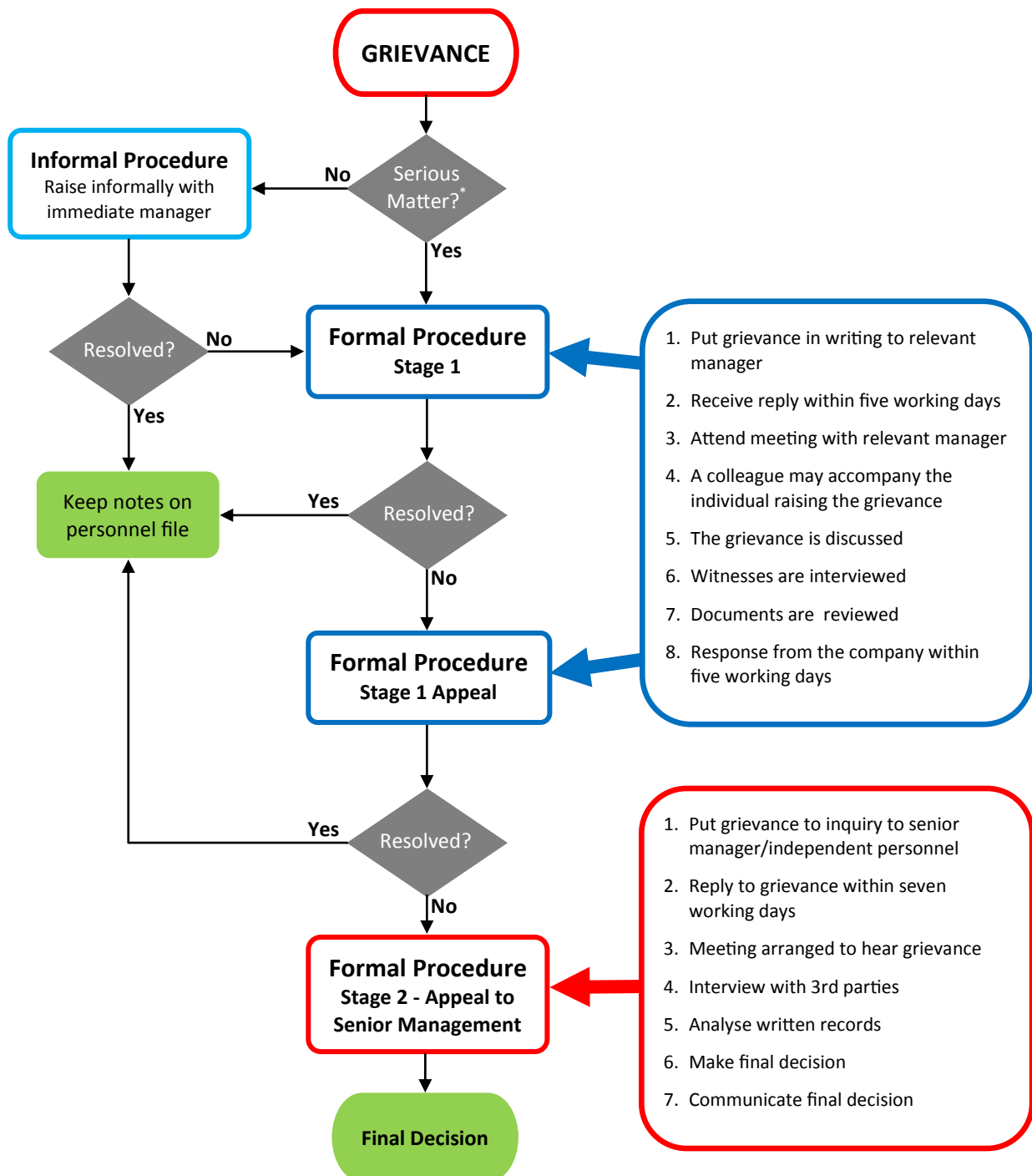


Handling Grievances - Key Stages



*A serious matter constitutes a matter that concerns your immediate manager or a matter which is of too personal or sensitive a matter to raise with your immediate manager.

This document is for your guidance only. Professional advice should be sought before use.

Handling Grievances - Key Stages

Notes

1. Complaints concerning discrimination, bullying or harassment by your immediate manager may be raised directly with a senior manager. This may be done informally or formally, ie at Stage 2 of the procedure.
2. If your complaint concerns an alleged wrongdoing or criminal offence by someone within the organisation, you should raise it immediately with a director, ie at Stage 3 of the procedure. See the Public Interest Disclosure Act 1998 (known as the Whistle-blowers' Act) for details of the additional protection available for protected disclosures.
3. The grievance procedure should not be used for appeals against disciplinary decisions, as that is the purpose of the disciplinary appeals procedure. If, however, you have a complaint against the behaviour of a manager during the course of a disciplinary case, you may raise it as a grievance with a senior manager. The disciplinary procedure may be suspended for a short period if necessary until the grievance can be considered.
4. Employees are encouraged to raise grievances and will not suffer any detriment from doing so. If your grievance is found to be malicious or to have been made in bad faith, however, you will be subject to the organisation's disciplinary procedure.
5. A second management representative from another function may be invited to attend formal grievance meetings to act as a witness and note-taker.
6. The timescales listed above will be adhered to wherever possible. Where there are good reasons, eg the need for further investigation or the lack of availability of witnesses or companions, each party can request that the other agrees to an extension of the permitted timescale.
7. The organisation reserves the right to seek assistance from external facilitators at any stage in the grievance procedure.
8. For employees during their first year of employment, the organisation reserves the right to speed up the decision making process and may choose to follow a shortened version of the above procedure.
9. This procedure is for guidance only and does not form part of employees' contractual rights. The contents may be subject to revision from time to time.