

# Grievance Procedure

## 1.0 Purpose and Scope

The grievance procedure is intended to be used as a tool by which a member of staff may formally have a grievance, regarding any condition of their employment to be heard and dealt with by the management of the Company.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved informally and as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the employee.

## 2.0 Principles

This procedure is not intended to deal with:

- Dismissal or disciplinary matters which are dealt with in a separate procedure.
- Disputes, which are of a collective nature and which are dealt with in a separate procedure.

## 3.0 Procedure

### 3.1 Step 1

An employee who has a grievance should raise the matter with his manager immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to a senior manager.

If the manager is unable to resolve the matter at that time, then a formal written grievance should be submitted. The manager should then set up a meeting with the employee to discuss the grievance. The manager should respond within **5 working days** to the grievance unless an extended period of time is agreed upon by both parties.

The response will give a full written explanation of the managers decision and who to appeal to if still aggrieved.

### 3.2 Step 2

In most instances the Company would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned. The employee must appeal by informing the manager/leader who told them of the decision that he/she wishes to appeal.

The appeal, to the manager/director next in line, must be made within ten working days of the original response to the employee's grievance.

- The appeal must be in writing and contain the original formal Grievance letter.
- This manager will attempt to resolve the grievance.
- A formal response and full explanation will be given in writing within 7 working days.
- The decision of this manager/director is final.

Signed: 

Date: 1<sup>st</sup> August 2025

Richard Sands  
Centre Co-Ordinator