

## Live Active Leisure

### GRIEVANCE PROCEDURE

#### PURPOSE AND SCOPE

A Grievance Procedure is necessary to enable employees to seek redress for complaints relating to their employment where normal management/employee communication has failed to resolve matters. This procedure encourages a rapid resolution of complaints at as early a stage in the procedure as possible.

It is anticipated in most cases that employees who have a concern regarding their work, working conditions or relationships will be able to raise and settle their concern informally through discussion with their line manager. If it is not possible to resolve a grievance informally then the matter should be raised formally and without unreasonable delay with a manager

The procedure applies to all employees of the Company.

#### Right to be Accompanied

You have the right to be accompanied at a grievance meeting by either a work colleague or a union representative.

#### PROCEDURE

- 1 If you wish to formally raise a grievance you should set out the grievance in writing to your manager. You should stick to the facts and avoid language that is insulting or abusive.

If your grievance is against your manager and you feel unable to approach him or her you should raise your concern with their line manager.

- 2 Your line manager will arrange a meeting within 5 working days to discuss your grievance. An appropriate officer of the Company will be in attendance at the meeting. Further investigation may be required depending on the nature of the grievance. After the meeting your line manager will respond to your grievance in writing where possible within 5 working days should there be no further action required following the meeting.
- 3 If you feel that the grievance has not been satisfactorily resolved then you can appeal the decision you should, within 10 working days, write to your Manager stating the full the grounds of your appeal.
- 4 Your appeal letter will be forwarded to the HR & Administration Manager who will arrange an appeal meeting, within 5 working days of receipt of your written complaint, or as soon

as the earliest practical opportunity is available. An officer will be nominated to attend at the appeal meeting with a representative from HR where possible.

5 You may be advised of the conclusions reached at the end of the meeting but, in any event, you will receive written confirmation will within 5 working days.

6 The decision at the appeal is final.

## **ADDITIONAL INFORMATION**

There may be some kinds of complaint which you feel you cannot discuss with your immediate Line Manager. Confidential advice on this issue can be obtained from the HR & Administration Manager.

Complaints against the grade, wage, salary, superannuation or disciplinary issues will be dealt with as follows:

### **Grade/Wage/Salary**

Complaints should be referred to the appropriate Manager who will consult the HR & Administration Manager on these matters.

### **Superannuation**

Complaints should be made in writing to the Local Government Pensions Administrators.

### **Disciplinary**

Complaints against any disciplinary action will be dealt with in accordance with the Company's Disciplinary Procedure.