

Live Active Leisure

GRIEVANCE PROCEDURE

INTRODUCTION

A Grievance Procedure is necessary to enable ***Our People*** 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 any of ***Our People*** 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.

This procedure applies to all ***Our People***.

PROCEDURE

Informal

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your manager. You may be able to agree a solution informally between you.

Formal

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.

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.

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.

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.

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.

The decision at the appeal is final.

RIGHT TO BE ACCOMPANIED

You have the right to be accompanied at a grievance meeting by either a fellow work colleague, a trade union representative, or an official employed by a trade union.

You may alter your choice of companion if you wish.

A request to be accompanied does not have to be in writing or within a certain time frame. However, you should provide enough time your line manager to deal with the companion's attendance at the meeting.

If your chosen companion cannot be available at the time proposed for the meeting by your line manager, your line manager will postpone the meeting to a time proposed by you provided that the alternative time is both reasonable and not more than five working days after the date originally proposed.

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/Officer.

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.