



Policy reviewed on 20.03.2017

Grievance Procedure.

1. Introduction.

- 1.1 Employees are encouraged to seek to resolve any grievance about their employment informally and as close to the point of origin as possible. Where it is not possible to do so, this procedure provides a mechanism for resolving individual grievances.
- 1.2 Those responsible for dealing with grievances are expected to treat them seriously and to attempt to resolve them as quickly as possible.
- 1.3 The time scale laid down in this procedure may be altered by mutual consent.
- 1.4 Employees are entitled to be accompanied by a friend or colleague at each stage in this process should they choose to do so.

2. The Grievance Procedure.

2.1 When an employee has a grievance they should discuss the matter initially with the individual concerned. If they are unable to resolve the situation then they must discuss the matter with Paula Stone or Harriet Sharp (senior managers of The Exwick Ark.). If the grievance is with one manager then the matter would be discussed with the other manager. The manager should reply orally as soon as possible and in writing within 5 working days.

2.2 If the grievance is not satisfactorily resolved the employee should put details of his/her grievance in writing to the manager. The manager should within 5 working days of receiving this notification, either reply in writing or arrange for a meeting to take place within 10 working days of receipt of the written notification. The manager will seek to resolve the matter. The manager will within 5 working days notify the employee in writing of the outcome of the meeting. Notification will also be given to a third party if applicable.

2.3 If the grievance continues to be unresolved, the employee may, within 5 working days of receipt of the written notification, request the manager, in writing, to refer the matter to a tribunal meeting. A meeting of the tribunal will be arranged within 10 working days of the receipt of this request. The tribunal will consist of at least 3 members one of whom will be **an independent third party**. All relevant documents should be provided to the tribunal at least 3 working days before the meeting. The employee, and other parties concerned, will make their submissions to the tribunal and will be given the opportunity to make closing statements, although no new matter should be introduced at this stage. Those not part of the tribunal will then withdraw to enable the tribunal to reach a decision. Having considered the matter, the manager will announce the decision orally to both parties. The decision will be confirmed in writing within 5 working days.

Signed: