



GRIEVANCE POLICY & PROCEDURE

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1. INTRODUCTION AND CONTEXT

- 1.1.** JP Enterprises believes that most matters that arise can be resolved informally and speedily without the need to invoke formal action. This approach encourages healthy working relationships and allows minor concerns to be resolved speedily, limits disruption to work and can reduce absenteeism.
- 1.2.** Ensuring that all our employees and tutors are treated fairly, enabling them to work in a hostile-free environment. These are important factors in the creation of a productive working environment. This procedure, therefore, is an essential mechanism when informal approaches have proved to be ineffective or they are inappropriate given the nature of the complaint/issue.

2. PURPOSE AND SCOPE

This policy and procedure shall apply to all employees and tutors.

The aims of this Policy and procedure are designed to ensure that all employees and tutors know to whom they can turn to in the event of a grievance and what advice or support is available to them; and to resolve individual grievances in a manner which is as fair and expeditious as possible.

3. GENERAL PRINCIPLES

At any of the formal stages of the procedure the employee or tutor has the right to be accompanied by a work colleague, not directly affected or involved or a Trade Union Representative.

If the grievance is against the immediate line manager, the next manager in the reporting line will hear the grievance and seek to find a resolution.

For the operation of each formal stage of the procedure the agreed time limits will apply. If an appropriate manager within a specified time limit does not deal with the grievance, the employee or tutor shall have the right to proceed to the next stage.

If an employee or tutor fails to comply with a time limit, the procedure will cease and the grievance will be considered settled or withdrawn, unless it is agreed that the failure was not the fault of the employee or tutor.

Time limits can be extended if there is agreement to do so between the parties.

In certain circumstances it may be necessary to introduce some flexibility where the management chain is too short to allow for all of the stages to be progressed. This will assist in bringing the matter to a satisfactory conclusion.

A grievance cannot be raised again under this procedure in respect of the same or similar grievance, within six months. Unless an action decided upon by management to redress that grievance has not been implemented.

Any grievance raised in connection with the disciplinary matter will be considered as part of the disciplinary process itself and would not normally be the subject of a parallel procedure.

This procedure cannot be invoked where the matter of concern is a matter over which the JP Enterprises has no control.

This procedure is meant to resolve a genuine grievance and attempts to use the procedure with malicious or mischievous intent will be viewed seriously and may lead to disciplinary action.

4. HANDLING GRIEVANCES INFORMALLY

- 4.1.** If an employee or tutor is feeling aggrieved over a particular issue relating to his/her employment, the matter should be raised initially with the line manager. The employee or tutor and the manager will discuss the problem and through open communication seek to resolve the issue to mutual satisfaction. This helps concerns to be heard and responded to as soon as possible and individuals should be encouraged to take this approach to resolving ordinary day-to-day issues.

It is expected that through this process of open communication that the problem or misunderstanding will be resolved. A written record and any agreed outcomes will be produced, agreed with the employee or tutor, and the employee or tutor provided with a copy. A copy will also be placed on the personal file.

Where this has been unsuccessful, or circumstances make this route inappropriate for the individual, then matters should be raised formally through the grievance procedure.

5. MEDIATION

- 5.1** As an alternative to raising a complaint through the formal grievance procedure or at any stage of the procedure, an employee or tutor or the manager may request that the matter is dealt with through mediation.
- 5.2** Mediation is voluntary and will only take place with the agreement of both parties.
- 5.3** Where mediation is agreed once the formal grievance procedure has been started, the procedure will be adjourned whilst the mediation takes place. In the event that no mutually acceptable solution is reached through mediation, the procedure will be reconvened at the point of adjournment.

6. FORMAL PROCEDURE

- 6.1** If the matter has not been resolved to his/her satisfaction through informal discussion, the employee or tutor has the right to seek resolution through the formal process and progress to Stage 1.

The employee or tutor must make it clear that it is their wish to progress the matter and formally advise the next line manager in the reporting line by completing the proforma Notification of Grievance Stage 1.

6.2 STAGE ONE

The manager will arrange a meeting with the employee or tutor to discuss the issue, between five and ten working days of receipt of the formal request. If necessary, the appropriate manager will also meet/discuss the issue with any other parties associated with the problem to assist in the decision-making process.

The manager will seek to find a satisfactory resolution and advise the employee or tutor in writing of the decision. The manager will provide a response within seven working days from the date of the meeting. A written record and any proposed outcomes will be produced, agreed with the employee or tutor, and the employee or tutor provided with a copy.

If the employee or tutor remains dissatisfied, the employee or tutor has the right to appeal the decision and the grievance can progress to Stage 2. The employee or tutor must put their request to appeal the decision in writing by completing the Proforma Notification of Appeal to Stage 2 and should be sent to the Human Resources Manager within five working days of the written decision.

The written record of the Stage 1 proceedings will form part of the documentation to be produced at Stage 2. It is the responsibility of the manager who heard the Stage 1 grievance to collate the relevant information and provide a copy to the H.R. Manager.

6.3 STAGE TWO

Between five and ten working days of receiving the notification the H.R. Manager will arrange a meeting at which all parties to the grievance must attend. At this stage a Partner, unconnected with the issues, will take the lead on seeking a resolution and a member of the H.R. Team will also be present.

The employee or tutor raising the grievance, or the representative will be given the opportunity to explain the nature of the grievance, submit evidence, and call witnesses, if appropriate and relevant.

The Partner or the member of the HR Team hearing the grievance will have the right to ask questions of any of the parties in attendance.

The Partner will adjourn the proceedings to consider all the matters raised at the meeting and if necessary, seek further advice from appropriate sources and will

issue a written decision within five working days from the date of the meeting. Copies of the decision will be given to the relevant parties. A copy will also be placed on the personal file.

It is expected that the employee or tutor and management would have resolved the differences through the earlier stages, but in the event that employee or tutor remains dissatisfied, the employee or tutor has the right to appeal the decision and the grievance can progress to Stage 3. The employee or tutor must put their request to appeal the decision in writing by completing the Proforma Notification of Appeal to Stage 3 and should be sent to the Human Resources Manager within five working days of the written decision.

6.4 FINAL APPEAL/STAGE THREE

The Senior Partner and the H.R. Manager will arrange a meeting with employee or tutor and the Partner who heard the Stage 2 grievance, between five and ten working days of receipt of the formal request.

The panel will consider the information provided which will include the documentation from the previous attempts to seek a resolution and reach a decision. A written response will be provided within five working days from the date of the meeting. The decision of the panel is final, and a copy of the decision will be placed on the personal file.

The full documentation will be held under confidential cover in the H.R. Department.

Forms which can be used to raise a grievance are available from the company's main office.



NOTIFICATION OF GRIEVANCE – FORMAL STAGE ONE

Complete the form and attach copies of relevant documentation from previous stages and send to the appropriate line manager, within the specified time frames.

NAME:

BASE:

JOB TITLE:

NAME OF WORK COLLEAGUE/TRADE UNION REPRESENTATIVE WHO WILL ACCOMPANY YOU:

NAMES OF MANAGEMENT INVOLVED IN THE INFORMAL STAGE:

IN THE FIRST INSTANCE WOULD YOU LIKE TO TRY TO RESOLVE THIS SITUATION THROUGH MEDIATION? Y/N

OUTLINE YOUR REASON FOR YOUR DISSATISFACTION AT THE INFORMAL STAGE:

OUTLINE OF THE NATURE OF THE GRIEVANCE:

SUMMARISE WHAT IN YOUR VIEW IS AN ACCEPTABLE OUTCOME:

EMPLOYEE SIGNATURE:

Date:

OFFICE USE ONLY:

DATE RECEIVED:



NOTIFICATION OF GRIEVANCE – FORMAL STAGE TWO

Complete the form and attach copies of relevant documentation from previous stages and send to the Human Resources Manager, within the specified time frames.

NAME:	BASE:	JOB TITLE:
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NAME OF WORK COLLEAGUE/TRADE UNION REPRESENTATIVE WHO WILL ACCOMPANY YOU:

NAMES OF MANAGEMENT INVOLVED IN PREVIOUS STAGES:

OUTLINE YOUR REASON FOR YOU DISSATISFACTION AT THE PREVIOUS STAGES:

OUTLINE OF THE NATURE OF THE GRIEVANCE:

SUMMARISE WHAT IN YOUR VIEW IS AN ACCEPTABLE OUTCOME:

EMPLOYEE SIGNATURE:	DATE:
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OFFICE USE ONLY:

DATE RECEIVED: