



Grievance Policy

November | 2018

Responsible Committee: Executive Leadership Team
Date Effective: November 2018
Supersedes: Grievance and Disputes Policy
Next Review: November 2021

1. Introduction

This policy covers all of the SELDOC Group of Companies – known as SELDOC or the Company.

This grievance policy is non-contractual and does not form part of your contract of employment.

SELDOC believes that grievances should be settled as quickly as possible and is designed to ensure that employees have every opportunity to raise a grievance, which arises during the employees' employment and to ensure that the employees' grievance is properly heard and resolved.

If you have a grievance and you would like it to be dealt with informally, it is suggested that you first raise it verbally with your manager. If you feel unable to speak to your manager (for example because your manager is the subject of a grievance) then you should raise your concerns informally with a more senior manager. Every effort will be made to resolve your grievance at this stage. Your manager will endeavour to deal with your grievance within 5 working days.

If you are not entirely satisfied with the outcome or if you wish to make a formal grievance, then you should raise the matter in writing to your Manager without unreasonable delay. Your grievance letter should set out the nature of your grievance and the outcome you are looking for.

SELDOC's formal grievance procedure has three clear stages as follows: -

Investigation by the Company

The Company will carry out such reasonable investigation as necessary so that it can properly deal with your grievance.

Grievance Hearing

The Company will hold a grievance hearing at which it will carefully consider those complaints made by you. You will have an opportunity to state your case and question any witnesses (although this may be in writing and not in person). After the grievance meeting, the Company may carry out further investigations and hold further grievance meetings as the Company considers appropriate. In these

Grievance Policy 2018 V1

circumstances, such meetings will be arranged without unreasonable delay. The decision of the person hearing the grievance will be confirmed in writing to you.

Appeals

You have the right to appeal if you are not satisfied with the outcome of the grievance hearing. You should appeal by writing to the person specified in the letter confirming the outcome of the grievance hearing, within 5 working days of being notified of the outcome. Your letter should clearly state the grounds upon which you are lodging your appeal. A further hearing will then be arranged in order to consider your appeal. The decision of the appeal officer will be notified to you in writing without unreasonable delay and will be final and binding.

At all stages of the grievance procedure you will: -

- Be given the opportunity to explain your grievance, how you think it should be resolved and to respond to all information and evidence produced by the Company.
- Have the opportunity to be accompanied by a work colleague, a trade union representative or an official employed by a trade union (if applicable). A trade union representative who is not an employed official must have been verified by their union as being competent to accompany you. You and your companion (if any) should make every effort to attend grievance meeting(s). If you or your companion cannot attend at the time specified, you should inform us immediately and the Company will try, within reason, to agree an alternative time.

To exercise the right to be accompanied, you must first make a reasonable request. What is reasonable will depend on the circumstances of each individual case. However, it would not normally be reasonable for you to ask to be accompanied by a companion whose presence would prejudice the hearing, nor would it be reasonable for you to ask to be accompanied by a companion who is based at a remote geographical location in circumstances where there is someone suitable and willing to undertake the role who is available on site.

Your companion may make representations to the Company to put and sum up your case, respond on your behalf to any views expressed during the meeting and ask questions. The companion should not

Grievance Policy 2018 V1

answer questions on your behalf, address the hearing if you do not wish it or prevent you from explaining your case. You may confer privately with your companion at any time during the meeting.

Have the most appropriate level of management deal with the hearing or appeal and where the manager in question was directly involved in the issues in dispute or under review an alternative person with appropriate seniority will deal with the matter.

Be able to request mediation by an independent third party if this is agreeable to the Company. Then the grievance process will be suspended whilst mediation is ongoing.

The grievance procedure should not be used to complain about dismissal or disciplinary action. If you are dissatisfied with any disciplinary action, you should submit an appeal under the disciplinary procedure.

If you experience difficulty at any stage of the grievance procedure (e.g. for a reason related to a disability or because English is not your first language), you should discuss the situation with your Manager as soon as possible.