



# INDIVIDUAL GRIEVANCE PROCEDURE

For all employees of Royal Mail Group plc  
(Including casuals)

## **1. When to use the procedure**

This procedure is to be used when you wish to raise a complaint in connection with your treatment at work that affects you individually. If you have a complaint concerning harassment, bullying or victimisation, you should raise this under the Bullying and Harassment Procedure. Complaints against decisions taken in relation to other procedures, such as the Conduct Code, should be pursued under the relevant Appeal Stage of that procedure.

## **2. Right to be accompanied**

At any meeting under this procedure you have the right to be accompanied by a companion who can be a trade union representative or a work colleague from within Royal Mail Group.

## **3. Stage 1**

You should raise your complaint first with your line manager. You can do this either by speaking with them about the issue or by putting it in writing to them. What's important is that you make it clear that you are using this procedure. Your manager will do everything they can to resolve your complaint with you as quickly as possible. They may need to meet with you to get more information or clarify certain aspects of the complaint. Your manager will record the details of their decision and inform you in writing of the outcome within 5 working days of you raising the complaint.

## **4. Stage 2**

If, despite the best efforts of both you and your immediate manager, your complaint cannot be resolved to your satisfaction you have the right to raise the complaint with your second line manager. You should set out the complaint in writing (where possible on the Complaint Form, at appendix 1, designed to assist you in bringing out your key concerns) and wherever possible propose a solution that would resolve the complaint to your satisfaction.

The second line manager will contact you to acknowledge receipt of your complaint and to clarify any aspect that may not be clear. They will consider the details of your complaint and carry out any necessary investigation. They will invite you to a meeting to discuss the complaint that will normally be convened within five working days of receipt of the complaint. They will let you know their decision in writing within 5 working days of the meeting.

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## **5. Stage 3**

If the outcome of stage 2 has not resolved your complaint then you have the right to appeal. You should set out in writing why you wish to appeal (where possible on the Individual Grievance Appeal Form, at appendix 2, designed to assist you in bringing out your key concerns) and wherever possible propose a solution that would resolve the complaint to your satisfaction.

An appropriate manager with the authority and independence to deal with the issue you are raising will be appointed to consider the appeal.

The manager will contact you to acknowledge receipt of your complaint and clarify any aspect that may not be clear. They will consider the details of your complaint, carry out any necessary investigation and will invite you to a meeting to discuss the complaint. It is expected that the meeting will normally be convened within five working days of receipt of the appeal. They will let you know their decision in writing within 5 working days of the meeting.