

QUADRANT CATERING LTD

GRIEVANCE PROCEDURE

It is important that there is a Grievance Procedure in place to allow individuals an opportunity to raise a complaint in connection with your treatment at work that affects you individually. It is also very important that staff use these procedures, albeit informally in the first instance, in order to avoid problems becoming deep rooted where they could have been solved at an early stage. This procedure gives an opportunity to make management aware of the concerns of their staff in a timely fashion, thus allowing them to be resolved.

A high degree of commonsense and co-operation is required and expected of everyone and these qualifications should automatically predominate in any situation.

At all formal meetings minutes will be taken by an appointed note taker and agreed as a true record with the employee. The employee may be accompanied at their interviews by their local union representative, or a colleague who must be an employee of Quadrant, to act as an observer or to help them present their case. In the event of a new or inexperienced Quadrant Representative being in post, they may be assisted by a more senior Quadrant Representative. Should there be no senior Quadrant Representative available, the individual may be accompanied by a CWU Representative of their choice.

It is however recognised that in order to assist in the achievement of these goals, a formal framework is required to process the grievance procedure. The following represents such a framework.

PROCEDURE

Stage One

Where an employee feels that they are being treated differently from other employees, (other than grading or disciplinary matters) they should bring this matter to the attention of their immediate Line Manager, either verbally or in writing but in any case making it clear that a grievance is being raised under this procedure. Formal acknowledgement of the grievance should be received in writing within 24 hours of the complaint being raised, using form G1.

If the employee does not feel able to raise their personal grievance with their immediate line manager the procedure should commence at stage 2.

The Manager will do everything they can to resolve the complaint with the employee as quickly as possible. This process may require a meeting to obtain more information or to clarify certain aspects of the complaint.

Upon completion of their deliberations, the Manager will communicate the decision in writing to the individual, normally within 5 working days of the grievance being submitted. It should however be noted that on some occasions it may be necessary to carry out interviews with 3rd parties and to collate further information or make

further enquiries in relation to the case. All investigations will be carried out as quickly as possible, with any delays to the timescales being notified to the complainant on a regular basis.

(Where a Male Manager is dealing with a Female Employee, a further Female Employee should be present and vice versa)

Stage 2

If the employee is unhappy with the outcome from Stage 1, or they do not feel able to raise their personal grievance with their immediate line manager, they should report their grievance in writing to their next highest line manager. This manager should arrange for a meeting to take place to discuss the grievance as soon as is practically possible, preferably within 5 working days. Following this meeting, the Manager will carry out a thorough investigation and will respond, with a decision in writing stating the reasons for the decision. This will normally take place within a further 10 working days.

Once again, there may well be a need to conduct further investigations and interviews, together with the need to collate additional information. Whilst every effort will be made to conclude the case within the agreed timescales, the Manager will keep the complainant informed of the reason for the delay on a regular basis, preferably every ten working days.

Stage 3

If the individual is not satisfied with the outcome of the investigation, they should appeal the decision to the Investigating Manager. The Investigating Manager will forward the appealed case to HR who will appoint a suitable appeals manager, who where possible should be of an equal/higher grade, for consideration at a final hearing.

The Appeals Manager should arrange for a meeting with the employee, within 10 working days if possible, to hear the grievance appeal. Following the meeting, the Manager will reply, in writing, as soon as possible, subject to any necessary further investigations and preferably within 10 working days. This decision will be final.

POINTS OF PRINCIPLE

In instances where the Headquarters of the union consider that a ' point of principle' has been involved in the case, they may raise the matter with Quadrant Senior Management once the process has been exhausted.

APPROACHES TO PERSONS OUTSIDE OF QUADRANT

Until an employee has exercised their right to pursue a grievance through this procedure and a final decision on the matter has been made, they should not ask persons outside Quadrant (other than their union) to take up the case on their behalf, although they may of course seek their advice.

This does not however prevent an employee from making a complaint and seeking legal advice in respect of that complaint to a statutory body (such as Commission for Racial Equality, Equal Opportunities Commission or Employment Tribunal).

OFFICIAL PAPERS

Employees may pass to their union representatives any personal documents they have received from official sources. If other documents are necessary to enable the union to advise or pursue the case, written application should be made to the Line Manager or Human Resources Team who will consider whether copies of such documents or parts of documents may be released. Where it is not possible for the Line Manager to agree to the release of a particular document, access to the document rather than a copy of it should not unreasonably be withheld. In reaching a decision, the manager should bear in mind that the aim is to ensure that, balanced with need to preserve confidentiality and security, the employee grievance is dealt with fairly and properly. In no circumstances may any original documents be released from Quadrant control.

.....
Terry Pullinger
Communications Workers Union

Dated

.....
Steve Buesden
Quadrant Catering Ltd

Dated

Quadrant Catering Ltd
Unit Name
Unit Address
Unit Address
Unit Address
Post Code

Date

Name
Address
Address
Address
Post Code

Dear

GRIEVANCE FORM G1

Please accept this letter as formal acknowledgement of receipt of your complaint.

I will write to you once I have finished my investigations and conducted any necessary interviews. The process should normally be completed within five working days of the grievance being submitted. However, should there be any reason why there would be a delay, I will of course keep you informed.

Yours sincerely

Name
Job Title