

SAMPLE

GRIEVANCE PROCEDURE

a) General grievance procedure

It can sometimes happen where a number of people work together that problems occur. You may therefore experience problems from time to time with individual members of staff or with your employment generally. If you are unable to resolve any problem either with the member of staff concerned or through your Supervisor, you should refer the matter in writing to your Line Manager.

Your Line Manager may wish to discuss this further with you and with any individuals concerned. If the matter remains unresolved after 2 working days, your Manager will refer the matter to a Director whose decision is final. There is no further level of appeal, and this procedure applies to both collective and individual problems and grievances. Please use this procedure for any other matter that may be causing you problems.

b) Grievance procedure in the case of Harassment and Discrimination

1. Informal Procedure

If you feel that you are subject to harassment and/or discrimination you should, if possible, advise your harasser that the behaviour is unwelcome, must be stopped and is interpreted as harassment and/or discrimination within the terms of the Company's policy statement. If preferred, this may do this in writing.

If the behaviour does not cease or you find approaching the harasser difficult, further informal assistance is available. Employees who wish to discuss such a complaint in confidence, should contact the Human Resources Manager.

2. Formal Procedure

(i) Where the informal method described above fails or serious harassment or discrimination occurs, you are advised to bring a formal complaint against the harasser. The complaint should be made in writing and where possible state the following: -

- (a) the name of the harasser;
- (b) the nature of the harassment;
- (c) the date and time when the harassment occurred;
- (d) the names of any witnesses to the harassment;
- (e) details of any action already taken by the complainant to stop the harassment.

(ii) The complaint should be sent to the Human Resources Manager. Immediately a complaint of harassment is received, action will be taken to separate the harasser from you. This may involve temporary transfer of the harasser or yourself to another department or suspension with pay until the complaint has been resolved.

(iii) The Human Resources Manager will carry out a thorough investigation as quickly as possible, maintaining as much confidentiality as possible at all times. You should be aware

however, that if the complaint is to be investigated, other employees might have to be asked for witness statements.

- (iv) All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence.
- (v) Copies of any witness statements will be made available to the harasser and yourself. Witnesses will be encouraged to appear at any investigatory or disciplinary hearing instigated as part of this process. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances, the Human Resources Manager will, if necessary, adjourn any hearing and ask supplementary questions of witnesses in private.
- (vi) You may, if you so wish, be supported throughout the procedure and any hearing by a colleague of your choice. The employee accused of harassment or discrimination will ordinarily face disciplinary action accordance with the Company's disciplinary procedure.
- (vii) If discrimination or harassment is proved the severity of the penalty imposed on the harasser will be consistent with those detailed in the disciplinary procedure. The result of any investigatory and disciplinary hearings will be confirmed in writing to both employees.
- (viii) If you are not satisfied about the way your complaint has been handed you may appeal to the Managing Director (as notified to you by the Company). The appeal should be made in writing within 2 working days of the first hearing. The decision of the relevant Managing Director will be final and will be sent to you in writing.