

GRIEVANCE POLICY

Read With Me

Registered company number 12594043

Scope of Policy

This policy applies to all employees regardless of length of service. It does not apply to agency workers or self-employed contractors. This procedure does not form part of any employee's contract of employment. It may be amended from time to time to improve practice.

Grievance Procedure

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with Director Linda Thomas (also known as Linda Cohen), who is also Manager to all staff. You may be able to agree a solution informally between you if not please follow the procedure below.

Step 1: Written grievance

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to Linda Thomas. You should stick to the facts and avoid language that is insulting or abusive. Where your grievance is against Linda Thomas and you feel unable to approach her you should talk to Directors, Rachel Corcoran and Rosaline Hilton. The written grievance should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that it can be fully investigated.

Step 2: Meeting

Directors Linda Thomas, Rachel Corcoran or Rosaline Hilton should arrange for a formal meeting to be held without unreasonable delay after a grievance is received. All parties should make every effort to attend the meeting. Employees should be allowed to explain their grievance and how they think it should be resolved. Consideration should be given to adjourning the meeting for any investigation that may be necessary. The employee will be told when they might reasonably expect to receive a response if one cannot be made at the time. They will also advise you of your right of appeal. Employees are entitled to be accompanied at a grievance hearing by a fellow worker or a trade union official of their choice, provided they make a reasonable request to be accompanied. Workers have the right to take paid time off during working hours to accompany fellow workers employed by the same employer to most hearings.

Step 3: Appeals

If the grievance has not been resolved to your satisfaction you may appeal in writing to the applicable Director stating your full grounds of appeal, within one week of the date on which the decision was sent or given to you. Appeals should be heard without unreasonable delay and ideally at an agreed time and place. If this cannot be dealt with impartially then consulting an external HR Consultant, not previously involved in the case, will be considered. You have the right to bring a companion. The final decision will be put in writing, usually within one week of the appeal hearing. There is no further right of appeal.