

If you have a grievance relating to any aspect of your employment you should follow the procedure set out below.

1. You should first raise the matter with your immediate supervisor. This will be done in confidence giving full details to the supervisor to allow him or her to fully consider your grievance
2. If your supervisor fails to resolve the matter within five working days of you raising the matter with him or her, you should refer the matter in writing to the manager/administrator responsible for the area within which you work.
3. Full details of your grievance together with all related correspondence will be filed in your personnel file unless you request in writing this not to be done.
4. If you so wish you may be accompanied and assisted at all stages of your grievance by a friend or union representative who must also be an employee.

GRIEVANCE PROCEDURE

1. Procedure generally

If, during the course of employment, an employee has a grievance concerning any matter relating to his/her employment the following procedure is available where informal discussion is considered inappropriate by the employee or has failed to achieve a resolution of the grievance. All grievances must be treated seriously and be resolved speedily and with flexibility of approach.

2 Stage 1 procedure

- 2.1 In the first instance, an employee with a grievance should report it to either verbally or in writing.
- 2.2 The line manager must arrange a meeting with the employee to discuss the grievance at the earliest practicable opportunity.
- 2.3 Promptly following the meeting having taken place the manager must produce a written report confirming the substance of the grievance, the main points discussed and any agreement reached including any agreed course of action.
- 2.4 A copy of this report must be given to the employee and a copy placed on the employee's personnel file.
- 2.5 If, as a result of the meeting further investigation is to be undertaken, the line

manager must report in writing expeditiously upon the conclusion of such further investigation or action, and a copy of this report must be given to the employee and a copy placed on the employee's personnel file.

3 Stage 2 procedure

3.1 If the matter is not resolved at Stage 1 the employee may within five working days of receiving the report of the outcome of Stage 1 or (where applicable) within five days of receiving the report consequent upon further investigation or action, report the grievance in writing to

3.2 shall arrange a meeting with the employee to discuss the grievance at the earliest practicable opportunity.

3.3 MORE TEXT ON FULL RESOURCE

The information in this document is confidential. You can download content and print copies of the information, only for your own personal use. All other rights are reserved. Unauthorized reproduction, modification, and or distribution are not permitted. No loss or costs incurred arising from this document content will be accepted by Onecall Hospitality Limited. The advice given is for guidance only. Copyright © 2011 Onecall Hospitality (01524) 64654 07921 914382 www.onecallhospitality.com
Document Ref: OCH_HR279