

Appendix 7

Grievance Procedure

Introduction

Employees may wish to seek redress for grievances relating to their employment. In this respect, it is our policy to encourage free communication between employees and their employer or Phoenix (SW) Ltd to ensure that any problems can be resolved quickly to the satisfaction of all concerned.

Informal Discussions

In the first instance, please speak to your employer or Phoenix and see if any issues can be resolved informally there and then. It is hoped that the majority of concerns can be dealt with in this way.

Principles

The following principles will be followed in consideration of all grievances under this procedure.

1. Each step must be followed through without unreasonable delay.
2. Both employee and employer must take reasonable steps to attend each meeting under the procedure and will have the opportunity to state their case.
3. Meetings will be at a reasonable time and location.
4. All relevant information will be provided to both employer and employee in advance of any meeting under the procedure.
5. The appeal meeting at step 3 will be chaired by the client or Phoenix on behalf of the client
6. If the employee or their companion is disabled, reasonable adjustments will be made to enable them to participate fully.
7. Confidentiality will be maintained. Only those who need to know about the grievance will be informed.
8. After the grievance and regardless of the outcome both parties will endeavour to work together in a positive manner.

Representation

The employee has the right to be accompanied by a work colleague or trade union representative at the meetings at step 2 and step 3.

This representative may take notes and seek clarification of any issues that arise.

Formal Procedure

Step 1 – Written Statement by employee

If you feel that the matter has not been resolved through informal discussions, you should set out your grievance in full in writing to your manager so that its consideration takes place in a more formal setting.

Step 2 - Meeting

Your employer or Phoenix on behalf of your employer will arrange to meet with you to endeavour to find a satisfactory solution and will aim to give you a written response within 2 weeks. If this is not possible, he or she will inform you of the reason for the delay and when you can expect a response.

Step 3 - Appeal

If you are not satisfied with the response, you may put your grievance in writing to your employer or Phoenix on behalf of the client. That individual will arrange to meet with you and will give you a response within 2 weeks. If this is not possible, he or she will inform you of the reason for the delay.

and when you can expect a response. This is the final stage of the procedure and there is no further right of appeal.

Footnote: As recommended in the ACAS Code, where an employee raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However, where the disciplinary and grievance cases are related, it may be appropriate to deal with both cases concurrently.