

Grievance policy

This grievance procedure outlines the basic mechanism for raising complaints formally. It allows employees to officially and properly raise complaints, setting out clearly how Just Electrical Training will handle them.

Reasons for filing a grievance in the workplace can be as a result of, but not limited to:

- Health and Safety
- Work Relations
- Bullying and Harassment
- New Working Practices
- Working environment
- Organisational change
- Discrimination

1. Policy Statement

1.1 Just Electrical Training is committed to supporting its staff to learn and achieve their full potential, for everyone's success. We value our workforce and treat them with respect and dignity, we will listen and investigate fully when our employees have concerns and complaints. Bringing a grievance can be a stressful experience, but we are committed to a working environment with honesty and transparency at the centre of all we do, with a genuine desire to seek continuous improvement. We will never ignore any concern or complaint raised by an employee, however casual the manner in which it was raised.

2. Process

It is anticipated that wherever possible employees will have attempted to address grievances informally before pursuing a formal grievance, in order to resolve issues of concern at the earliest opportunity. Inability to resolve matters at this stage may result in a transfer to the formal procedure which might:

- Extend the process longer than necessary.
- Increase the feelings of conflict between the parties.
- Increase the feelings of anxiety for all parties.

Formal grievance stage

If the problem is serious or you wish to raise it formally, you should put the grievance in writing to your line manager. You should keep to the facts, try to be concise, and use appropriate workplace terms and language.

Grievance hearing

Your manager will invite you to a meeting (hearing), usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or a trade union representative. After the meeting your manager will give you a decision in writing, usually within 24 hours. If the manager needs more information before making a decision, they will inform you of this, the reason why, and the timescale.

Appeal

If you are unhappy with the decision on your grievance, you can raise an appeal. You should tell your manager. You will be invited to an appeal meeting, normally within 5 working days, with a more senior member of staff. You have the right to be accompanied by a colleague or a trade union representative.

The appeal panel will conclude the appeal hearing with one of the following options:

- Uphold the appeal and implement the resolution proposed by the employee.
- Uphold the appeal and implement an alternative resolution.
- Dismiss the appeal and accept the decision of the original hearing

After the meeting you will receive a decision, usually within 24 hours. This decision is final.

Records of meetings and discussions relating to the grievance should be written during, or as soon after the event as possible, to ensure the accuracy of the record. Written records should be circulated to all parties to allow amendments or clarifications as required. All records relating to grievances should be kept on the individual's employee record file. No duplicate records should be kept. All records will be retained in accordance with the Data Protection Act. The employee may also wish to keep records of events to support their case.

3. Review of Policy

This grievance policy will be periodically reviewed by the Training Manager to ensure it remains compliant with current UK legislation.