

## **GRIEVANCE PROCEDURE**

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### **PURPOSE**

The aim of this procedure is to resolve employee grievances as swiftly as possible by providing a fair hearing for individual grievances felt by any employee, and to settle the grievance fairly, promptly, and as near to the point of origin as possible. If grievances arise which are not resolved in the normal staff and line manager day-to-day relationship the line manager should encourage staff to use this procedure.

### **GRIEVANCE PROCEDURE**

Every effort should be made to resolve grievances informally before referring to this procedure.

Any individual who has a grievance relating to their employment that cannot, despite all efforts, be resolved informally, should follow the procedure outlined below.

Only where an issue is not resolved satisfactorily within the agreed time periods specified, or agreed between the parties at the time, may the next stage of the procedure be entered.

Employees should note that it is the intention of ELATT that any grievance will be dealt with as speedily as possible. However, it should be appreciated that some cases need time to be investigated fully.

In the first instance employees shall discuss the matter with the line manager who, in most cases, is the person who can best deal with immediate problems. Details of the grievance should be submitted in writing using the Grievance Pro Forma. This Pro Forma helps the employee set out clearly what has happened, and the outcome the employee seeks.

Where the grievance is directed against the manager who would normally hear the case, the matter may either proceed to the next appropriate stage, or to another manager of the same standing.

If for any reason the problem is outside the scope of the manager he/she will advise the employee of the name or designation of the person who will hear the initial complaint.

The manager, or the nominated person, must write and invite the employee to attend a meeting to discuss the grievance and also informing them of their right to bring another employee or trade union representative where the grievance concerns a legal duty on the part of the employer.

After the meeting the manager or nominated person must inform the employee of their decision as to their response to the grievance and notify them of the right to appeal. This must be confirmed in writing. Any actions resulting from a grievance will be formally monitored and reviewed.

This policy is non-contractual and may change from time to time.



If the employee does wish to appeal they must inform the manager or nominated person, ideally in writing and preferably within five days, who in turn will invite them to attend a further meeting with the Chief Executive Officer or a member of the Board of Trustees as appropriate.

After the appeal meeting the employee will be informed, in writing, of the final decision.

Employees should also be aware that any grievance raised will be treated with the utmost confidentiality and will not affect the employee's opportunities/prospects within ELATT.

At all times the grievance will be dealt with as speedily as possible and without unreasonable delay.

## **MEDIATION**

In some circumstances where grievances concern workplace disputes between two or more colleagues, mediation can provide a means of resolving differences outside the formal process. It is impartial, voluntary and confidential and usually involves the assistance of an external qualified mediator. Although ELATT is not obliged to offer this service, offering this service may be considered by ELATT in some circumstances. Mediation can be used at any point before, during or following the formal Grievance process.

## **GRIEVANCES FOLLOWING TERMINATION OF EMPLOYMENT**

If you have a grievance following the termination of your employment, the standard procedure set out above should be followed, although in certain situations it will not apply, but other steps may need to be taken. For example, a modified Grievance Procedure will apply where:

- ELATT was unaware of your grievance before your employment ended; or
- ELATT was aware of it but the standard Grievance Procedure was not commenced/completed before the last day of your employment; and
- You and ELATT have agreed in writing in relation to the grievance after the Company became aware of the grievance that the modified Grievance Procedure should apply.

If the modified Grievance Procedure applies:

- You must write to ELATT setting out your grievance and the basis for it; and
- ELATT will write to you setting out its response. This is the final stage of the modified Grievance Procedure.

This policy is non-contractual and may change from time to time.