



# Class One Driving Ltd

## Grievance Policy

### Introduction

The grievance procedure is important as it enables employees to raise complaints and concerns. Issues that may lead to a grievance include health and safety, work relationships, the working environment, organisational change or treatment from other individuals at work or from the Company. The aim of the procedure is to produce, without delay a resolution where genuine problems exist. They are designed to ensure that the Company's standards are adhered to and also to provide a fair method for dealing with any alleged complaints.

It may not always be possible to solve all problems to everyone's satisfaction but the Company wants to ensure that issues are dealt with in an atmosphere of trust and collaboration; to deal with issues objectively and constructively; and that employees can be confident that their problems will be dealt with fairly, consistently and in confidence, unless agreed otherwise.

The Company will aim to comply with the ACAS Code of Practice when dealing with grievance matters.

### Scope

In accordance with the Company's grievance policy, this procedure will be used by line managers when investigating formal grievances / complaints. Please note that this policy is non-contractual

### Process

#### 1 Informal Procedure

In the first instance, minor grievances / complaints should be dealt with informally by the line manager and it is anticipated that most grievances will be resolved in this way through informal discussions. It is important to recognise that many problems and difficulties can be, and should be, resolved without recourse to formal procedures. The formal procedure is intended to be used for problems, which are serious in themselves or serious because they remain unresolved after informal processes have not achieved a satisfactory solution.

- Where concerns are raised, any investigation carried out should also explore possible underlying factors

The employee should be informed that if the complaint / grievance remain after the informal process, they have the option to raise them formally.

The manager should ensure that diary notes are made and a record kept of the discussions.

## 2 Formal Procedure

Where the grievance / complaint cannot be resolved on an informal basis or in the first instance is found to be of a serious nature, the following formal grievance process should be adopted.

The procedure is as follows:

### Step 1 - Lodging a grievance

- The complaint should be put in writing or raised verbally with the relevant line manager, giving as much detail as possible – incidents, the names of any witnesses etc.
- The written / verbal grievance should initially be lodged with the employee's line manager. If the employee has sought to deal with the issue informally with their line manager and the situation has not been resolved then they should approach an alternative manager or HR. For the avoidance of doubt it is advisable to state that you wish to raise a formal grievance under the terms of the procedure.

### Step 2 - Grievance meeting

- The employee will be invited to attend a meeting to discuss the grievance
- The employee has the right of accompaniment by a trade union official or a fellow employee of their choice.
- The employee must take all reasonable steps to attend the meeting.
- At the meeting the employee will be permitted to explain their grievance and how they think it should be resolved
- The manager holding the meeting should either take minutes or arrange for someone who is not involved in the grievance to attend to take minutes
- The meeting may be concluded on the day / adjourned for a future date in case an investigation is required.

### Step 3 – Investigation

- Following the meeting it may be necessary for the employer to investigate the issues that have been raised. If the grievance relates to a colleague then they will be interviewed along with any possible witnesses.

### Step 4 – Outcome

- The employer will inform the employee in writing of their decision as soon as possible. The employee will be given a copy of the minutes from their grievance meeting together with minutes from any other meetings that formed part of the investigation along with copies of any other relevant information. In certain circumstances it may be necessary for an employer to withhold certain information (possibly to protect an employee)
- And notify the employee of their rights to appeal against that decision if the employee is not satisfied with it.
- If the employee does not wish to appeal the grievance will be considered closed

### Step 5 - Hearing the appeal

- If the employee wants to appeal, then they should do this within 5 days upon receipt of the grievance outcome letter which will provide details on who the appeal should be sent to.
- The appeal, where possible, should be heard by a more senior manager or a Director, who has not been involved in the initial grievance meeting
- In the letter the employee should set out their grounds for appeal

- The employee will be invited to attend a further meeting and has the right to be accompanied by a trade union official or a fellow employee of their choice
- The employee must take all reasonable steps to attend the meeting.
- The employee will be informed of the final decision in writing.

If the complaint is upheld, the matter will be passed to the appropriate line manager to take further action, if required.

The company may also suggest intervention by a third party mediator as a way of satisfactorily resolving the matter.

If the complaint relates to a disciplinary, performance, or dismissal decision, then the employee should appeal against the decision in accordance with the appeal procedure with which they have been provided and not invoke the grievance procedure.

Where a complaint is blatantly untrue and has been brought out of spite, or for some other unacceptable motive, the complainant will be subject to the Company's disciplinary procedure, as will any witnesses who have deliberately misled the investigations.

For any further information or questions regarding this policy, please contact Susan Doughty