



## **GRIEVANCE PROCEDURE**

The grievance procedure is intended as the tool by which a member of staff may formally have a grievance, regarding any condition of their employment, heard by the management of the Company. The aggrieved employee has the right to representation by a work colleague.

In the event of a member of staff wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the expectations of the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters, which aggrieve Contractor Umbrella Ltd employees.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended by agreement.

### **Stages of the Procedure**

#### **Stage 1**

An employee who has a grievance, should raise the matter with their line manager immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior.

If the manager is unable to resolve the matter at that time, then a formal written grievance form should be submitted (see appendix 1). The manager should then respond within 2 working days (i.e. the managers normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the managers decision and who to appeal to if still aggrieved.

#### **Stage 2**

In most instances, the Company would expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned.

The appeal, to the manager next in line, must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing and contain the original formal Grievance form. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, within 7 days.

Where the 'next in line' manager at this stage is the Director with responsibility for the employee's function, then the grievance should immediately progress to stage 3.



### Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employee's function. This appeal must be made in writing, enclosing a copy of the original Formal Grievance form, to the Director within ten working days of receipt of the Stage 2 response. This Director will arrange and hear the appeal with, where possible, another management representative and respond formally with a full explanation within 20 working days.

Where a grievance is raised against a Director then the grievance will be heard by a different Director of the business.

There is no further right of appeal. Where however both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, arrangements will then be made to find a mutually acceptable third party.

### Using mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

There are no hard-and-fast rules for when mediation is appropriate, but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict if any ongoing formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Contractor Umbrella Ltd's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.



**Grievance Form (Appendix 1)**

Date:	Name:
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**Nature of complaint (please select)**

Pay	Tax	Technical
Expenses	Service	Other (please specify below)

Please use the box below to give us as much detail as to what your complaint is regarding. Without precise and detailed information, it will be hard to establish the points that need investigating and to uphold the complaint.

**I agree that the content of the above complaint is accurate and has been noted correctly:**

Sign: ..... Print Name: ..... Date: .....

Please send this form, along with any supporting documents or evidence to support your complaint to either of the following addresses:



- [Zeeshan.anwar@contractorumbrella.com](mailto:Zeeshan.anwar@contractorumbrella.com), Zeeshan Anwar, Head of Compliance
- Contractor Umbrella, Unit 36 Silk Mill Industrial Estate, Brook Street, Tring, Hertfordshire, HP23 5EF

Once returned, you will receive a response to this complaint in either written or email format. Please specify how you would like to receive your reply below.

In Writing:	Email:
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*Please note that all complaints received will be followed up in email in the first instance unless otherwise specified.*

Please provide your contact details for us to get back in touch with you on this complaint:

Phone:	Email:
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Please provide your home or correspondence address so a formal response in writing can be sent:

House name or Number:
Street Name:
Town/City:
County:
Postal Code: