

Grievance Policy

Introduction

FTW Training believes that the delivery of high-quality services to employees or learners and Learners is dependent upon good working relationships at all levels and throughout the Company. **This policy applies to both employees and learners.**

It is the Company's policy to create an environment that promotes open communication, which allows for free and informal discussion of any work-related problems. Occasionally however, problems will arise which may only be resolved through a more formal procedure.

This procedure sets out a process whereby individual members of staff or learners who feel dissatisfied or aggrieved can have their concern(s) dealt with fairly and promptly.

Effective and proper use of this procedure will encourage good working relationships by:

- Reassuring staff and learners they have been treated fairly
- Ensuring consistent practices
- Assisting speedy resolution of grievances
- Avoiding escalation of issues or disagreements
- Clarifying expectations of managers and staff

General Principles

It is important that all employees or learners are aware of the procedure and will not suffer any detriment from exercising their right to raise a grievance or dispute.

The following general principles apply throughout the procedure and must be followed on every occasion:

The Company will protect the right of staff to seek to remedy a grievance in a fair manner. Once the grievance is dealt with there will be no further reference made to it,

The grievance procedure can only be used where the matter in question is not the subject of disciplinary proceedings.

In raising the grievance, the employee or learner must indicate the nature of action or outcome they are seeking in resolution

Employees or learners may be assisted or accompanied by a fellow employee or learner or trade union representative throughout the grievance and appeals procedure.

In circumstances where a manager is implicated in a grievance, it may be discussed with the Managing Director who will offer advice and may take up the matter on the employee or learner's behalf. This may involve a discussion being arranged between the two parties.

At all stages, the Company will endeavour to resolve grievance issues as quickly as possible and keep all parties concerned informed of progress. Time specified may be extended by mutual agreement.

All formal meetings held in relation to a grievance will be noted and copies kept on file.

A decision will be given in writing, if possible, within 10 working days.

The arrangements which existed prior to the grievance being raised should continue until resolution or until the procedure has been exhausted unless mutually agreed otherwise.

Procedural Stages

Prior to formal procedures being commenced the parties involved are encouraged wherever possible to discuss the issue(s) on an informal basis, seeking advice or clarification from appropriate services e.g. the HR Department. Where resolution is not possible or the grievance is of a more serious nature then the following formal process may be used.

In certain circumstances, and with the agreement of all parties, it may be appropriate to use mediation to resolve the grievance. If this is used and is successful, this will conclude the grievance procedure. If this is not the case the grievance procedure will recommence from the point that it left off.

Stage One

Any employee or learner who is aggrieved in a matter relating to his/her employment should raise the problem in writing with his/her immediate line manager.

The grievance should be considered formally within seven days of receipt. The employee or learner should receive an acknowledgement letter within 5 working days of receipt.

In the event that the immediate line manager is directly involved in the grievance then the matter should be raised directly with the manager's manager at the next stage in this procedure.

If there is no resolution of the grievance or agreement on action to be taken then the manager must advise the next level of management and pass on the notification form.

Stage Two

On receipt of the grievance notification form the manager at this stage will investigate the matter further. The grievance should be considered formally within seven days of being raised at this level and the employee or learner given a written response

The Manager should arrange to meet the member of staff within 10 working days, where reasonably practicable

The employee or learner may be accompanied at this meeting by a fellow employee or learner or trade union representative.

If there is no resolution or agreement on action to be taken then the manager must advise the next level of management and pass on the notification form.

Stage Three

At this stage a grievance will have reached the Managing Director. On receipt of this grievance notification form the Managing Director will investigate the matter further. The grievance should be considered formally within fourteen days of being raised at this level.

This is the final stage in the procedure, the Managing Director may consider seeking advice from an external organisation or person.

The employee or learner may be accompanied at this meeting and the manager may be accompanied by a member of the Senior Management.

A full written response will be given to the employee or learner setting out any proposed actions. There is no further stage under this procedure.

Appeals procedure

If the matter is not resolved to the employee or learner's satisfaction, they have the right to appeal to the next level of management or if appropriate a member of the board.

The appeal should be made in writing no later than 5 working days after the grievance decision was notified to the employee or learner.

The matter will be considered at a formal hearing, which will be arranged within one calendar month of receipt of the appeal.

The employee or learner may be accompanied at this meeting, and the manager may be accompanied by a member of Senior Management

The decision will be made in writing to the employee or learner and manager within 7 working days of the meeting.

The decision of the appeal will be final.

Grievance after employment with the Company has ended.

Where the employee or learner has already left employment, both parties can agree in writing that the following short grievance procedure will be followed:

Step 1: Statement of Grievance.

The employee or learner must set out in writing the grievance and the basis for it.

They must then send a copy of this to their (ex) line manager

Step 2: Response

The (ex) line manager, or nominated substitute, must promptly investigate the grievance and set out their response in writing to the employee or learner.

Recommended Procedure for Conducting a Grievance Hearing

Introduce those present at the hearing.

The employee or learner will be invited to re state their grievance and perhaps how they would like to see it resolved.

The manager hearing the grievance may ask questions of the employee or learner.

After any summing up, the manager would adjourn to explore possibilities about the resolution of the grievance or they may feel that further investigation is necessary.

The Manager will inform the employee or learner when they might reasonably expect a response if one cannot be made at the time, bearing in mind the time limits set out in the procedure.

Once the grievance has been heard, the manager will give the grievance careful consideration before responding.

This response will be made in writing where possible within 10 working days.

Signed

Jamie Rice
Director