



GRIEVANCE PROCEDURE

DEALING WITH GRIEVANCES INFORMALLY

If an employee has a grievance or complaint to do with their work or their work colleagues they should, wherever possible, start by talking it over with their Manager. They may be able to agree a solution informally between them.

FORMAL GRIEVANCE

If the matter is serious and/or the employee wishes to raise the matter formally they should set out the grievance in writing to their Manager. They should stick to the facts and avoid language that is insulting or abusive.

Where the grievance is against their Manager and they feel unable to approach him or her they should raise their grievance, in writing, with another Manager or the General Manager.

GRIEVANCE HEARING

A meeting will be arranged normally within five days, to discuss the grievance. The employee has the right to be accompanied by a work colleague or trade union representative at this meeting. If the employee or the employee's companion cannot attend at the time specified, they should let us know as soon as possible and we will try, within reason to agree an alternative time. If the employee's chosen companion can not attend at the time specified, the employee may suggest a reasonable alternative time. Provided this is within five working days of the original time, YCL will accept it. The hearing may be adjourned if further investigations are required, after which the meeting will be reconvened. The decision will be communicated to the employee after the meeting and confirmed in writing. They will be advised of their right to appeal against the decision.

APPEAL

Should the employee decide to exercise their right to appeal against the decision, they should do so in writing and they should advise their Manager that they will be doing so.

An appeal meeting will be held, normally within five days, and the appeal will be heard by another Manager, the General Manager or a member of the Management Board. The employee has the right to be accompanied by a work colleague or trade union representative at this meeting.

After the meeting they will be advised of the decision, normally within 24 hours and this decision is final.