



Lancashire

Global Education Centre

Grievance Policy

Purpose and Scope

a) Purpose

It is recognised that if an employee has a grievance relating to his/her employment, that the employee has a right to express it and a procedure should exist which facilitates its resolution. As a general principle, parties to a grievance should attempt to reach a settlement without undue delay, with such settlement being achieved as close as possible to the point of origin.

The following procedure is designed for the consideration of individual and collective grievances which incorporates separate measures to settle a grievance or dispute raised by two or more employees.

Where practicable, no action will be taken by either party that is contrary to the status quo and which:

- Seeks to impose a change in terms and conditions of employment;
- Is contrary to the accepted existing practice

b) Scope

This procedure is available to all employees of Lancashire Global Education Centre.

General Principles

The principles governing the procedure are as follows:

- It is in the interest of the organisation and its employees to establish and maintain a recognised procedure for dealing with such grievances.
- Management will endeavour when reaching decisions to ensure that situations do not arise which may give rise to cause for complaint by employees.
- Any differences which may arise between the organisation and employees should, wherever possible, be resolved without delay.
- Employees will have the right to be accompanied by a trade union representative, employee representative or work colleague during the grievance interview.

- The organisation will not discuss any complaint under duress whether actual or threatened.
- In responding to any grievance or dispute, the organisations representative will ensure that s/he does not create an unacceptable precedent which may subsequently be claimed to apply throughout the organisation.
- Initially, each grievance issue will be judged on its own merits.
- Employees are entitled to give written notice to the Chief Executive within five working days of the formal interview if they wish to lodge an appeal against the decision made and the matter will be passed to the appropriate level of authority.
- All records relating to the grievance procedure will remain confidential and will be retained in accordance with the Data Protection Act 1998.
- This procedure does not apply to disciplinary matters, which will be dealt with under the approved disciplinary procedure, or to matters covered by statutory provision such as Income Tax, National Insurance or to Redundancy rules or procedures.

Informal Procedure

Employees are expected to attempt to resolve issues informally before resort to the formal procedure is made. The Grievance should initially be informally discussed with the employee's line manager who will attempt to resolve the situation fairly and promptly. If the matter can not be resolved then the formal grievance procedure should be followed.

Formal Procedure

Stage 1

- a) The employee formally raises the matter, preferably in writing, with his/her Line Manager or the appropriate level of management as appropriate to the circumstances see Stage 1 Appendix A .
- b) The Line Manager or appropriate level of management will be required, after giving due notice, to conduct a formal interview with the employee at a mutually agreed time and date, at which the substance of the grievance will be discussed. The employee will have the right to be accompanied at the meeting by their trade union representative; work place representative or work colleague if they so choose.
- c) If, as a result of this interview, action is taken such that the grievance is resolved, the matter will be considered closed and a letter to this effect will be sent to the employee a copy of which will be kept on the employees file for a period of 6 months.

- d) If the matter is not resolved to the employee's satisfaction, he/she will have 5 working days to notify the Chief Officer in writing of their wish to lodge an appeal and the matter will be passed to the most appropriate level of management and proceed to stage 2.

Stage 2

- a) The Appeal will be made to the appropriate level of management see Stage 2 Appendix A.
- b) The Manager will be required, after giving due notice, to conduct a formal interview with the employee at a mutually agreed time and date, at which the substance of the grievance will be discussed. The employee will have the right to be accompanied at the meeting by their trade union representative; work place representative or work colleague if they so choose.
- c) If, as a result of this interview, action is taken such that the grievance is resolved, the matter will be considered closed and a letter to this effect will be sent to the employee a copy of which will be kept on the employees file for a period of 12 months.
- a) If ,after this second appeal the grievance remains, then a failure to agree will be recorded and a letter to this effect will be sent to the employee a copy of which will be kept on the employee's file for a period of 12 months. The decision made at the second appeal hearing will be final and there will be no further right of appeal against this decision.

Grievance Raised by	STAGE 1 Informal Issue raised with	STAGE 2 FORMAL	STAGE 3 APPEAL
Employee	Manager	Chief Executive	Panel
Employee where Chief Officer is Senior Manager OR where Employee has Grievance with Senior Manager	Chief Executive	Chair of Management	Panel
Employee has Grievance with CEO	Chair of Management Committee	Full Board	Decision of Management Committee is final

The Grievance Panel will consist of 3 named members of the Management Committee