



## **Grievance Procedure**

### **Purpose of this document is**

- to encourage all employees to maintain high standards of conduct, attendance and job performance
- to set out clear procedures for handling disputes and grievances
- to ensure consistent and fair treatment for everyone involved in the One World Centre

### **Dealing with grievances informally**

If you have a grievance or complaint to do with your work or the people you work with you should, wherever possible, start by talking it over with your line manager. You may be able to agree a solution informally between you.

### **Formal grievance**

If the matter is serious and/or you wish to raise the matter formally you should set out the grievance in writing to your line manager. You should stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your line manager and you feel unable to approach him or her you should talk to the Convener or Secretary of the OWC Management Committee.

### **Grievance hearing**

Your line manager will call you to a meeting, normally within five days, to discuss your grievance. You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting the line manager will give you a decision in writing, normally within 24 hours.

### **Appeal**

If you are unhappy with your line manager's decision and you wish to appeal you should let your line manager know.

You will be invited to an appeal meeting, normally within five days, and your appeal will be heard by two or more members of the OWC Management Committee (not your line manager). You have the right to be accompanied by a colleague or trade union representative at this meeting if you make a reasonable request.

After the meeting your line manager (or the appeals panel) will give you a decision, normally within 24 hours. The appeal panel's decision is final.

### **Notes**

The internal procedures of the Centre do not replace the rights of workers to pursue their complaints under any relevant legislation.

This Grievance Procedure was approved by the One World Centre Management Committee on 10<sup>th</sup> October, 2016 and will be reviewed on or before 31<sup>st</sup> March 2019.