

Staff Complaint, Comment and Compliment Procedure

This procedure shall apply to all members of staff. The procedure aims to help to resolve individual grievances in a manner which is as fair and expeditious as possible. It is the Groups policy to find a solution to individual grievances as early in the procedure as possible. As well as resolving grievances this policy also sets out to receive comments and compliments from staff in order to continually improve our service.

Complaints

Where separate procedures exist which deal with complaints relating to e.g. harassment, bullying, health and safety issues etc., the complaints should be dealt with in accordance with that procedure. The outcome of that procedure may result in referral to the grievance and/or disciplinary procedure at an appropriate stage.

Employees who have a grievance or those against whom a grievance is raised have the right to be accompanied and represented by a trade union representative or work place colleague of their choice at every stage. Every effort will be made to resolve the grievance at the informal stage.

In certain circumstances and where mutually agreed following consultation with Personnel, it may be necessary for earlier stages to be bypassed and the procedure to commence at a later stage.

If the grievance is against the immediate line manager, then the person to whom the grievance should be sent should be senior to the line manager.

Comments/ Compliments

A comment is a suggestion or idea about how a function or service provided by the company could be improved.

A compliment is an expression of satisfaction concerning a function or service provided by the company.

Both of these can be made by the following:

In person: Approach HR manager/ Line Manager

By completing a Complaints, Comments and Compliments Form (Please see/ speak to HR Manager)

Sending an email/ Calling the Office: Chloe@Knightsltd.co.uk 01276681248

The Complaints Procedure

Stage 1

- 1.1 If an employee has a grievance relating to his/her employment, the matter should be raised initially with the employee's immediate supervisor/Head of department as appropriate. The grievance should be raised orally in the first instance. In the event that the grievance relates to the employee's immediate supervisor/Head of Department who would normally deal with a grievance at this stage, the grievance should be referred to the employee's immediate supervisor's own manager/Head of Department's immediate manager.
- 1.2 The appropriate supervisor or Head of Department will attempt to resolve the complaint informally. He/she shall enquire into the grievance and will discuss it with the complainant and will normally communicate the decision to the complainant orally within 5 working days after the complaint is received. In the event that the complainant does not find the decision acceptable, he/she may request the decision in writing, which will be provided within 2 days. Most grievances will be resolved at this stage.

Stage 2

- 2.1 If the grievance has not been resolved at Stage 1 the complainant may refer the grievance to the Head of Department as appropriate by obtaining from the HR Department, and completing, a grievance form. The complainant must complete the form by providing full details of the complaint and should address it to the Human Resource Manager.
- 2.2 The Human Resource Manager will, as soon as possible [and in any event, within five working days of receipt of the form] arrange a meeting at which all parties to the grievance will attend. The employee may be represented and accompanied at the meeting by a trade union representative or work place colleague.
- 2.3 The employee bringing the grievance or his/her representative will be given the opportunity to explain the nature of the grievance, submit verbal/written evidence and call appropriate witnesses.
- 2.4 The Head of Department as appropriate will have the right to ask questions of the parties in attendance.
- 2.5 The Head of Department as appropriate will consider all of the matters raised at the meeting and will issue a written decision within five working days. Copies of the decision will be sent to all of the parties.

Stage 3

- 3.1 If the complaint is not resolved to the satisfaction of the employee at Stage 2, an appeal may be submitted, in writing, to the Managing Director within ten working days of receipt of the decision reached at Stage 2.
- 3.2 The employee will be entitled to have a meeting with the Managing Director and to be accompanied and represented by a trade union representative or work place colleague.
- 3.3 The Managing Director will consider the appeal and may be supplied with all of the documentation submitted in relation to the earlier stages of the procedure.
- 3.4 The Managing Director will issue and send to all parties, copies of a written decision within ten working days of receiving the appeal in writing. Such decision will be final.

STAFF GRIEVANCE PROCEDURE

Form for requesting an individual Grievance, [in compliance with Stage 2 of the Grievance Procedure] having failed to resolve the matter through discussions.

Name of person originating grievance:			
Department:		Date:	

FULL DETAILS OF YOUR GRIEVANCE

PERSON[S] AGAINST WHOM YOU HAVE A GRIEVANCE

SPECIFIC GROUNDS ON WHICH YOUR GRIEVANCE IS BASED

FULL DETAILS IN SUPPORT OF YOUR GRIEVANCE

[INCLUDE DETAILS OF ANY INCIDENTS OR DISCUSSIONS, NAMES OF WITNESSES AND RELEVANT DATES]

[PLEASE CONTINUE ON SEPARATE SHEET IF NECESSARY]

Signed: