



ADMINISTRATION

GRIEVANCE PROCEDURE

Policy Statement

Contract Solutions recognises that from time-to-time employees may wish to seek redress for grievances relating to their employment. In this respect, the Company's policy is to encourage free communication between employees and their managers to ensure that questions and problems arising during the course of employment can be aired and, where possible, resolved quickly and to the satisfaction of all concerned.

Advice may be sought from the office if necessary.

Procedure

The following procedure should be adopted to resolve a grievance issue;

If informal discussion has been tried and has failed to bring about a satisfactory solution the formal grievance procedure laid out below should be used. The procedure has three stages and a colleague, trade union officer or a workplace representative may accompany the employee at all stages.

1. Stage One

- a) Write to your immediate superior (or their manager/director if the grievance is in connection with your superior) stipulating:
 - That you are raising a formal grievance
 - The reason for the grievance
 - The actions, if any, taken so far to resolve it
- b) Your superior (or their manager/director) will arrange a meeting with you within five working days of receipt of the letter to discuss the problem and attempt to agree a solution.

In good time before the hearing the employee will be advised of:

- The right to be accompanied by a colleague, full-time or lay trade union officer or a workplace representative (this is a statutory right).
 - The time, date and location of the hearing.
 - Who will hear the grievance.
- c) All that is discussed at the meeting will be recorded (all records are kept confidential) and you will be provided with a copy of this record and a written copy of the outcome of the hearing within five working days of the meeting.



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2. Stage Two

- a) If you are dissatisfied within the outcome of Stage 1, you should:
- b) Write to your immediate superior's manager/director within five working days of receipt of the written record of the grievance hearing.
- c) Stipulate the reasons you are unhappy with the outcome.
- d) This Manager/Director will follow the same procedure as in stage one to arrange to meet with you within five working days of receipt of your letter to attempt to agree a solution.
- e) You will receive written confirmation of the outcome of the meeting along with a record of the hearing within ten working days.

3. Stage Three

- a) If the matter has not been resolved and you are still dissatisfied you should raise the grievance in writing to the Director. You should:
 - Write to him/her with the reason for the grievance
 - Send him/her copies of all correspondence from the process.
- b) The Director will arrange a meeting with you (as per the guidelines in stage 1) within ten working days of receipt of your letter. The problem will be given further consideration and a decision will be given in writing, if possible, within ten working days. This decision will be final.

R DUNCAN
Managing Director

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