

DATED \_\_\_\_\_

**TRANSLATE PLUS LIMITED**

**UK GRIEVANCE PROCEDURE**

**LAYTONS**

**GUILDFORD**



**LONDON**



**MANCHESTER**

## **1. GRIEVANCE PROCEDURE**

- 1.1** It can sometimes happen where a number of people work together that problems occur. You may therefore experience problems from time to time with individual members of staff or with your employment generally. If you are unable to resolve any problem with the member of staff concerned, you should follow the following procedures as appropriate.
- 1.2** On any occasion that you register a grievance under the following procedures:
- 1.2.1** the Company will carry out such investigation as it considers appropriate in connection with your grievance;
  - 1.2.2** you will have the right to be accompanied at any grievance hearing by a colleague of your choice, a trade union representative, or a trade union official certified in writing by his or her union as competent to act as a worker's companion at a grievance hearing.
  - 1.2.3** both the Company and you should keep information in connection with a grievance hearing confidential.

## **2. GENERAL GRIEVANCE PROCEDURE**

### **2.1** Informal Procedure

If you have a grievance, you should if you are able, raise it in the first instance informally with the person to whom you immediately report who, in most cases, will be best placed to respond to the complaint. You should be able to make this grievance known verbally, but you should be aware that if you are not satisfied with the resolution of the situation the formal grievance procedure should then be implemented. You can raise a formal grievance in writing without making a preliminary verbal grievance if you so wish.

### **2.2** Formal Procedure

Your grievance should be fully set out in writing to your Manager. If your grievance is against your Manager you should raise your grievance with a Director who will act in place of your Manager for the purposes of the remainder of this procedure.

- 2.3** Your Manager will arrange for you to attend a meeting at a reasonable time and location to discuss the grievance. You must take all reasonable steps to attend this meeting. You may bring a companion to this meeting who is either a colleague, trade union representative or a certified official employed by a trade union. You will be given the opportunity to make a full statement of your case.

- 2.4** After the meeting your Manager will communicate any decision or proposed action to you in writing within 10 working days of the grievance meeting. If it is not possible to respond

within the specified time period you will be given an explanation for the delay and told when a response can be expected. You will be reminded of your right to appeal.

- 2.5** If you are dissatisfied with the outcome of the grievance hearing, you must inform your Manager in writing of your wish to appeal. You should put your grievance including grounds of appeal in writing to the individual who dealt with the first level of appeal.
- 2.6** The Company will arrange to hear the grievance. If possible the appeal will be heard by a more senior Manager/Director. You may bring a companion to this meeting who is either a colleague, trade union representative or a certified official employed by a trade union. You will be given the opportunity to fully state your case. Following the grievance meeting, you will be notified in writing within 10 working days of the Company's decision or proposed action. If it is not possible to respond within the specified time period you will be given an explanation and told when a written response can be expected. The Company's decision will be final.
- 2.7** Grievance procedure in the case of Harassment and Discrimination

### **3. INFORMAL PROCEDURE**

- 3.1** If you feel that you are subject to harassment and/or discrimination you should, if possible, advise your harasser that the behaviour is unwelcome, must be stopped and is interpreted as harassment and/or discrimination within the terms of the Company's policy statement. If preferred, you may do this in writing.
- 3.2** If the behaviour does not cease or you find approaching the harasser difficult, further informal assistance is available. Employees who wish to discuss such a complaint in confidence should contact their Manager.

### **4. FORMAL PROCEDURE**

- 4.1** Where the informal method described above fails or serious harassment or discrimination occurs, you are advised to bring a formal complaint against the harasser. The complaint should be made in writing and where possible state the following:-
  - 4.1.1** the name of the harasser;
  - 4.1.2** the nature of the harassment;
  - 4.1.3** the date and time when the harassment occurred;
  - 4.1.4** the names of any witnesses to the harassment;
  - 4.1.5** details of any action already taken by the complainant to stop the harassment.

- 4.2** The complaint should be sent to a Director. Immediately after a complaint of harassment is received, action will be taken to separate the harasser from you if appropriate. This may involve temporary transfer of the harasser or yourself to another department or suspension with pay until the complaint has been resolved.
- 4.3** The Company will carry out a thorough investigation as quickly as possible, maintaining as much confidentiality as possible at all times. You should be aware however, that if the complaint is to be investigated, other employees may have to be asked for witness statements.
- 4.4** All employees involved in the investigation are expected to respect the need for confidentiality. Failure to do so will be considered a disciplinary offence.
- 4.5** Copies of any witness statements will be made available to the harasser and yourself. Witnesses will be encouraged to appear at any investigation or disciplinary hearing instigated as part of this process. It is acknowledged that some witnesses may be reluctant to do so. In these circumstances, if necessary, the hearing will be adjourned in order that supplementary questions may be asked of witnesses in private.
- 4.6** You may, if you so wish, be supported throughout the procedure and any hearing by a colleague of your choice. The employee accused of harassment or discrimination will ordinarily face disciplinary action in accordance with the Company's disciplinary procedure.
- 4.7** If discrimination or harassment is proved the severity of the penalty imposed on the harasser will be consistent with those detailed in the disciplinary procedure. The result of any investigation and disciplinary hearings will be confirmed in writing to both employees.
- 4.8** If you are not satisfied about the way your complaint has been handled you may appeal to the Managing Director. The appeal should be made in writing within 5 working days of the first hearing. The decision of the Managing Director will be final and will be given to you in writing.

## **5. FAILURE TO FOLLOW GRIEVANCE PROCEDURE**

- 5.1** Neither you nor the Company are required to follow the Grievance Procedure if there are reasonable grounds for believing that you are at serious risk of violence or intimidating behaviour. This means more than the usual stress and upset of dealing with a grievance. It only applies if you or the Company believe there will be serious physical or mental harm, a serious risk to property or a third party or of harassment.
- 5.1.1** The Grievance procedure does not apply where your complaint is about:
- 5.1.2** the fact that the Company has dismissed or is considering dismissing you;

**5.2** the fact that the Company has taken or is considering taking disciplinary action against you, unless the disciplinary action would amount to unlawful discrimination or the Company has given a reason for taking disciplinary action which is a different reason to the one you were originally told.

**5.3** If you are dissatisfied with any disciplinary action, you should submit an appeal under the appropriate procedure.

## **6. AFTER EMPLOYMENT**

**6.1** The Company will consider or continue with any Grievance Hearing after your employment comes to an end unless you and the Company agree to deal with remainder of the grievance in writing only. In this case, you will send to the Company a written statement of the basis of your grievance and the Company will respond to you in writing.