



Grievance Employee Fact Sheet

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INTRODUCTION

The [Grievance Policy](#) which is a 'National Collective Agreement' aims to help employees and managers resolve work-related concerns in a positive, constructive and timely way, by providing a robust process for managers to deal with these concerns.

We believe many workplace concerns can be dealt with through day-to-day discussions. A key aim of the revised policy is to encourage employees to discuss the matter with their manager as soon as possible after it arises. By talking through the concern in this way, we think the majority will be resolved at this point.

If concerns cannot be resolved by the first line manager, they may have to be raised with the second line manager, who is accountable for making sure the formal grievance case is completed in a timely manner.

Employees should use this Fact Sheet to help support in understanding the grievance procedure.

WHERE DO I GO FOR FURTHER INFORMATION?

- [Grievance Policy and Procedure](#)
- [Conduct Code](#)
- [Dignity at Work Policy and Procedure](#)
- [Whistleblowing Policy](#)

TIMESCALES

The following timescales apply to the grievance procedure.

STEP	TIMESCALES
Grievance meeting to take place	Within 5 working days of receipt of the grievance.
Notice of grievance meeting	3 working days' advance notice.

Grievance outcome	Within 5 working days of outcome confirmation.
Right of appeal	Within 5 working days of written outcome.
Appeal meeting to take place	Within 5 working days of receipt of appeal.
Notice of appeal meeting	3 working days' advance notice
Outcome of appeal	Within 5 working days of outcome confirmation.
Postponement of meeting due to representative availability	Max 5 working days from the original meeting date.

The formal grievance procedure should be completed and the outcome shared with you within 28 working days of the complaint being raised.

The same timeframe applies for hearing an appeal.

If it is not possible to comply with these timescales, the manager will inform you accordingly, together with the reason for the delay and a timeframe for when the response can be expected.

STAGE 1: INFORMAL APPROACH

Many workplace concerns can be resolved during day-to-day discussions, so we want you to talk to your line manager as soon as possible.

Your line manager will look to deal with your concerns as soon as possible, preferably on the same day or within a few days, they should take no longer than 10 working days.

VOLUNTARY MEDIATION

Mediation is a way of resolving difficult situations. The mediator is an impartial third party. They help two or more people to have an open and honest dialogue so that they can secure a mutually acceptable outcome.

Mediation is not going to be suitable for all grievances; however, for some it may be more effective than using the grievance procedure.

Mediation will be provided by professionally accredited Post Office employees, trained to a high standard by ACAS.

Mediation will be available to all levels of the organisation and can be easily accessed. Speak to your line manager if you would like to consider resolving your issue(s) through voluntary mediation.

A request for mediation can also be made after you have submitted a formal grievance. The formal grievance procedure would be suspended and if mediation is unsuccessful, the issue will revert back to be dealt with as part of the formal grievance procedure.

Mediation may also be recommended as an outcome following a formal grievance investigation.

STAGE 2: FORMAL PROCEDURE

You can raise a formal grievance with your second line manager when:

- You aren't satisfied with the resolution from your manager
- Your concern has not been dealt with.
- Your concern involves your manager.

If you wish to make a formal grievance, you should complete the **Formal Grievance Form** and send this to your second line manager.

If you feel uncomfortable sending your complaint directly to the second line manager you can submit this to the HR Service Centre (hr.grievance@postoffice.co.uk) in the first instance who will allocate to the second line manager for investigation.

ONLY APPLICABLE FOR MANAGER GRADES EMPLOYEES: Manager grade employees who do not agree with their **mid-year and year-end performance rating must submit their formal grievance within the 6 week window** from confirmation of the rating. The grievance window will be stated in communications sent out prior to mid-year and year-end. Where you are

submitting a formal grievance against your performance rating you must submit your grievance form to hr.pdr@postoffice.co.uk. The HR Service Centre will then allocate your grievance to your second line manager. Ensure that you raise your concern informally in the first instance with your line manager to look to find a resolution.

The grievance form should contain a description of the nature of your complaint, including any relevant facts, dates, and names of individuals involved. You should also let us know what you would like to achieve as an outcome. In some situations we may ask you to provide further information.

Exceptionally the second line manager may assign it to another appropriate manager who has the authority to deal with the case. For example, this could occur where the second line manager is directly involved or where the timeliness of dealing with a grievance is likely to negatively impact on the employee.

You will receive a letter from your second line manager inviting you to a grievance meeting and giving a minimum of 3 working days' advance notice.

You have the right to be accompanied to this meeting by a work colleague or trade union representative.

If you or your representative can't attend the proposed meeting you should let your second line manager know as soon as possible. They will rearrange the meeting for a different time. This wouldn't normally be more than 5 working days after the original meeting date and any new time proposed by you must be reasonable (for example, taking into account their availability).

The purpose of a grievance meeting is to enable you to explain your grievance and how you think it should be resolved, and to assist us to reach a decision based on the available evidence and the representations you have made.

The manager or a note taker present at the meeting will take a full record of the discussions and these will be shared with you following the meeting. You should check, amend/agree and sign a copy of the notes and return these to the manager within 3 working days. It will be considered that you accept that the minutes sent to you are a true reflection of the discussions and you do not wish to make any changes if not returned within required timeframe.

The manager may not be able to confirm an outcome at the end of the meeting as may need to undertake some further investigation. This could include speaking to witnesses, reviewing documentation etc.

The following are potential outcomes that could be decided:

- Grievance not upheld
- Grievance partially upheld
- Grievance upheld

Where the grievance is upheld fully or in part, appropriate actions will be determined as a result of the grievance.

Recommendations can still be made, where appropriate, even when a grievance is not upheld in order to prevent similar complaints being raised in the future.

Once the manager has confirmed the outcome to you they will confirm in writing within 5 working days.

STAGE 3: RIGHT TO APPEAL

If you are dissatisfied with the decision, and wish to appeal you should notify your second line manager and complete the appeal form within [SuccessFactors](#) within 5 working days of you receiving written confirmation of the grievance outcome.

Where you do not have access to [SuccessFactors](#) for reasons such as long term sickness you can complete the [Appeal Form](#) and send this to the HR Service Centre hr.appeals@postoffice.co.uk

You will receive a letter from the appeal manager inviting you to an appeal meeting giving you 3 working days advance notice.

Appeal meetings will be heard outside of the management line by an independent manager (minimum grade 3a). You have the right to be accompanied to the appeal meeting by a work colleague or trade union representative.

If you or your representative can't attend the proposed meeting you should let the appeal manager know. They will rearrange the meeting for a different time. This wouldn't normally be more than 5 days after the original meeting date and any new time proposed by you must be reasonable (for example, taking into account the appeal managers availability).

The duration of the meeting will depend on a number of factors including the complexity of the complaint, and any additional evidence to be discussed. However, as a rule of thumb, you should be prepared to attend an appeal meeting for up to 2 hours.

It is important to know what to expect at the appeal meeting so you can prepare thoroughly beforehand. The manager hearing your appeal will adopt a professional and friendly approach aimed at establishing a good rapport with you.

The ground rules which the manager hearing your appeal will follow in conducting the meeting are as follows:

- Introduce themselves and all others who may be present at the meeting including any note-taker.
- If you are accompanied by a work colleague or trade union representative they will briefly explain the role of the representative.
- You will be told the purpose of the meeting, how it will be conducted and the possible outcomes of the meeting.
- You will be asked to explain why you have appealed the grievance

outcome and explain how you would like it resolved. This may include any fresh evidence which you would like the appeals manager to consider.

- In addition, you will be able to comment on any new evidence what has come to light as a result of further investigations since the original decision was made.
- The manager's aim is always to listen intently to any points you want to make and ensure they understand exactly your position. The manager is not there to defend previous decisions or the way the case has been dealt with.
- At the end of the meeting the appeals manager will sum up and inform you of when a decision on your case can be expected.

On some occasions it may be necessary to undertake further investigation and any evidence collated will be shared with you for comment prior to a decision being made.

The appeal manager should confirm the outcome in writing to you no later than 28 days after the appeal being submitted. If there are any delays the appeals manager will confirm the reasons why and when you should expect to receive the outcome.

The decision of the appeal manager is final and there are no further rights of appeal.



GRIEVANCE PROCEDURE

