



# **SPARTANS**

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# **LIMITED**

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## **GRIEVANCE POLICY AND PROCEDURES**

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**300 SPARTANS LIMITED**

# GRIEVANCE POLICY AND PROCEDURES

## **Aim**

1. It is the policy of the Company to provide a good working atmosphere in which employees feel they are participating in meeting the objectives of the Company. From time-to-time differences may arise, and the Company is anxious that employees should receive fair and just consideration and treatment and should have the right to appeal against any decision about which they are not happy, including those under the Disciplinary Procedure. In the words, the Company wishes to settle differences as quickly and simply as possible.

## **Informal Discussions**

2. If you have any complaint relating to your employment, you should discuss it informally with the Company Manager. We hope that the majority of concerns will be resolved at this stage.

## **STAGE 1**

3. If you feel the matter has not been resolved through informal discussion, you should put your grievance in writing to the Company Manager.

## **STAGE 2**

4. If the matter is not resolved to your satisfaction, you may raise the matter with the level of management immediately above the Company Manager who initially dealt with the grievance. This Manager must organise a hearing and give a response or decision within five working days after the hearing.

## **STAGE 3**

5. If the matter is still not resolved to your satisfaction, you should put your grievance in writing to a Director. You will be entitled to have a meeting with Director to discuss the matter. The Director will give their decision within 10 working days of the grievance being received. The Director's decision is final.

## **AT ANY STAGE**

6. By mutual consent between the Company and yourself, any unresolved grievance (s) can be referred for mediation.

## **Bringing or Continuing a Grievance once an employee has left the Company**

7. If you resign raising a grievance as your reason for leaving, then this will be dealt with under the normal Grievance Procedure. If, however, you have already left the Company, having resigned and then raise a grievance, we reserve the right to decide whether your grievance is dealt with in person or through an exchange of correspondence.
8. At each stage every effort will be made to resolve the grievance within 10 working days.
9. At any step during the Grievance Procedure you have the right to be accompanied by a fellow employee or an accredited Trade Union representative of your choice.

