



## **GRIEVANCE POLICY**

### **Appendix D**

#### **INTRODUCTION**

This document sets out the procedure that applies should employees wish to raise a grievance.

In any organisation, employees may have problems or concerns about their work, working environment or working relationships that they wish to raise and have addressed. The Table Tennis Association of Wales grievance policy provides a mechanism for such matters to be dealt with fairly and speedily before they develop into major problems.

The range of matters that can be considered as grievances are manifold, but some of the more common include: terms and conditions of employment health and safety, relationships at work, new working practices, organisational change and equal opportunities.

Most routine complaints and grievances are best resolved informally in discussion with the employee's immediate manager. Dealing with grievances in this way can often lead to speedy resolution of problems as the immediate manager may well be able to resolve the matter directly. Both the manager and employee may find it helpful to keep a note of such an informal meeting but bear in mind that such informal discussions fall outside the procedure.

#### **STATUTORY RIGHT TO BE ACCOMPANIED**

Employees have a right to be accompanied in grievances concerned with the employer's failure to meet its legal duty under statute or common law. Whilst each grievance, by definition, must be considered on its own merits, the following examples show when the right applies.

Request for a. pay rise, enhanced terms and conditions, day to day friction between employees, office facilities e.g., availability of resources.	No right to be accompanied
Discrimination, harassment, bullying or victimisation, breaches of the contract of employment.	Right to be accompanied

This statutory right is the right to be accompanied by a fellow employee or a full time trade union official, or certified representative of a trade union. Where the employee has a right to

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be accompanied, this will be stated in the letter inviting the employee to put their case at a formal grievance hearing. The employee will be asked to confirm whether or not s/he wishes to be accompanied, and to advise who will be accompanying him/her. An employee may not be accompanied by a fellow employee where the presence of that employee would be prejudicial to the hearing or where their presence would represent a conflict of interest.

### **PROCEDURE**

Where the grievance cannot be resolved informally it should be dealt with under the formal grievance procedure set out below. The statutory right to be accompanied applies at all stages of the procedure. Under this procedure, where there is no statutory right to be accompanied, an employee presenting a grievance may choose to be accompanied from Stage 2 onwards.

#### **Stage 1**

Employees who have a query, complaint or problem in connection with their employment should raise the matter in writing, with their manager. The manager will acknowledge receipt of the grievance in writing, and arrange a meeting for the employee to present their complaint within 10 working days of receipt of the complaint. Having heard the complaint and looked into the matter, the manager will respond in writing within 5 working days.

#### **Stage 2**

If the employee is not satisfied with the outcome, the matter may be raised with the next more senior manager or member of the Board of Directors. The grievance must be submitted in writing within 5 working days of receipt of the response. At this second stage, the member of the Board of Directors considering the grievance will arrange to hear the matter complained of within 10 working days.

Where an employee does not have a statutory right to be accompanied, s/he may make a reasonable request to be accompanied at the hearing by a fellow employee. If the request is considered to be reasonable, it will usually be granted.

Following the hearing, the manager hearing the complaint will respond within 5 working days of the hearing.

#### **Stage 3**

In the event that an employee is still not satisfied, a written submission may be made to the Chairman detailing all relevant aspects of the grievance. The submission must be made within 10 working days of receipt of the response received at stage 2 of this procedure. He, or in his absence his nominated deputy, will arrange to hear the grievance within 10 working days and will communicate a final decision within 10 working days of the hearing.

The procedural aspects of being accompanied are set out above.

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The decision of the Chairman or his nominated deputy is final and binding under this procedure