

GRIEVANCE PROCEDURE

A. OBJECT

- A.1 The Grievance Procedure exists to allow a worker or any group of workers to seek to resolve disputes or grievances with their employer (Solon Wandsworth Housing Association Ltd) in matters relating to their terms and conditions of employment.
- A.2 The object of this procedure is to provide an employee who considers that s/he has a grievance with an opportunity to have it examined quickly and effectively, and where a grievance is deemed to exist, to have it resolved, if possible, at the earliest possible moment.

B. PROCEDURE FOR AN AGGRIEVED EMPLOYEE

- B.1 This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance and shall be adhered to unless it is mutually agreed in writing (and signed by both parties) to do otherwise.

B.I STAGE 1

- B.I.1 In the event of an employee having a grievance relating to her/his employment she/he should, in the first instance, declare to her/his work section that she/he has a grievance. The work section will endeavour to resolve the grievance as soon as possible and, in any case, within three working days from the time the grievance was first raised.
- B.I.2 The employee may be accompanied by a trade union representative and/or a colleague of her/his choice and shall have the right to attend any meeting dealing with the grievance in accordance with this procedure and shall have the right to put their case at any such meeting.

B.II STAGE 2

- B.II.1 In the event that the employee feels the question has not been satisfactorily resolved, s/he may then raise the matter with the Workers Executive Committee. On receipt of such a request the Workers Executive Committee shall make arrangements to hear the grievance and the employee may, if s/he wishes, be accompanied by a trade union representative and/or a colleague of her/his choice. It is the responsibility of the Association Secretary to make arrangements for the hearing to be held within five working days of the grievance being raised with her/him.

B.III STAGE 3

- B.III.1 In the event that the employee feels the question has not been satisfactorily resolved, s/he may then raise the matter with the Worker Meeting. On receipt of such a request the Worker Meeting shall make arrangements to hear the grievance and the employee may, if s/he wishes be accompanied by a trade union representative and/or a colleague of her/his choice.
- B.III.2 It is the responsibility of the Convenor of the Worker Meeting to make arrangements for the hearing to be held within five working days of the grievance being raised with her/him.

B.IV STAGE 4

- B.IV.1 If the employee with the grievance is not satisfied with the outcome or has not received a reply within three working days s/he may request a meeting with the Management Committee at which the Regional Officer of the Union or person nominated by the Regional Officer of the Union and/or a colleague of the employees choice may be in attendance. On receipt of such a request the Management Committee shall make arrangements to hear the grievance.
- B.IV.2 It is the responsibility of the Secretary to the Management Committee to make arrangements for the hearing to be held within five working days of the grievance being raised with the Management Committee. The decision of the Management Committee shall be given to the employee concerned as soon as possible and not later than five working days from the complaint being heard.

C. PROCEDURE FOR A GROUP OF AGGRIEVED EMPLOYEES

- C.1 This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance and shall be adhered to unless it is mutually agreed in writing (and signed by all parties) to do otherwise.

C.I STAGE 1

- C.I.1 In the event that a group of employees has a grievance relating to their employment it should in the first instance declare to the Workers Executive Committee that it has a grievance.
- C.I.2 On receipt of such a declaration the Workers Executive Committee shall make arrangements to hear the grievance and the group of employees may, if it wishes, be accompanied by a trade union representative and/or colleagues of its choice. It is the responsibility of the Association Secretary to make arrangements for the hearing to be held within five working days of the grievance being raised with her/him.

C.II STAGE 2

- C.II.1 In the event that the group of employees feels the question has not been satisfactorily resolved, it may then raise the matter with the Worker Meeting. On receipt of such a request the Worker Meeting shall make arrangements to hear the grievance and the group may, if it wishes, be accompanied by a trade union representative and/or colleagues of its choice.
- C.II.2 It is the responsibility of the Convenor of the Worker Meeting to make arrangements for the hearing to be held within five working days of the grievance being raised with her/him.

C.III STAGE 3

- C.III.1 If the group of employees with the grievance is not satisfied with the outcome or has not received a reply within three working days it may request a meeting with the Management Committee at which the Regional Officer of the Union or person nominated by the Regional Officer of the Union and/or colleagues of the employees' choice may be in attendance. On receipt of such a request the Management Committee shall make arrangements to hear the grievance.
- C.III.2 It is the responsibility of the Secretary to the Management Committee to make arrangements for the hearing to be held within five working days of the grievance being raised with the Management Committee. The decision of the Management Committee shall be given to the group of employees concerned as soon as possible and not later than five working days from the complaint being heard.

D. General

- D.1 Every effort shall be made to resolve the issue at each stage, and until this procedure has been completed and the result made known, there shall be no partial or general stoppage of work or other unconstitutional action or lock out.
- D.2 Pending the settlement of any dispute, the conditions that obtained prior to the dispute shall continue.
- D.3 If unresolved - it may be referred by mutual agreement to an outside body eg NFHA, Industrial Society, ACAS, or any other body acceptable to both parties.
- D.4 This shall be the final stage of the Grievance Procedure and the decision shall be final.
- D.5 The Grievance Procedure is governed by an Agreement between the Management Committee and the Association of Clerical, Technical and Supervisory Staffs (ACTSS) section of the Transport and General Workers Union, a copy of which forms an appendix to this statement.