



Angard Staffing Grievance Policy

Angard Staffing supports employees who need to raise a genuine work related complaint or concern to do so in a positive and constructive way. This policy outlines Angard Staffing's process for dealing with grievances.

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Contact the Angard Helpline Number on 0845 460 7318 or email angard.employee@reedglobal.com if you have any queries about this policy.

For web access please go to: www.angardstaffing.co.uk.

Overview

This policy applies to all employees working for Angard Staffing (**Angard**).

This policy is effective from 1st June 2016.

This policy does not form part of contracts of employment. Angard Staffing reserves the right to amend this policy from time to time.

Policy Statement

Angard recognises that from time to time, some employees may encounter genuine problems and concerns at work that they wish to remedy. The aim of this policy is to provide a framework through which genuine grievances may be raised and addressed.

Angard believes that many workplace issues can be resolved through discussion and this form of informal resolution should be used where possible.

Check first:

Which policy to use?

Angard will make all reasonable efforts to understand the reason behind the specific case and then follow the appropriate policy for the specific circumstances.

- For cases relating to bullying and harassment e.g. physical or verbal abuse please see the Bullying and Harassment Policy.
- For cases relating to concerns about serious wrong-doing within Royal Mail Group e.g. fraud, safety or illegality, please see the Angard Whistleblowing Policy.
- For cases relating to complaints e.g. not being paid the right amount, the employee should use the Grievance Policy.

Guiding Principles

Angard is committed to:

- Helping employees who have raised a genuine grievance to sort the matter out as effectively as possible
- Taking grievances seriously and dealing with issues as promptly as possible
- Carrying out investigations, where appropriate, to establish the facts
- Acting consistently and fairly
- Treating all employees with dignity and respect when applying this policy
- Resolving grievances informally where appropriate and possible.

Expectations

It is the employee's responsibility to:

- Understand and follow this policy
- Raise any concerns and issues they have about work in good faith in an appropriate and timely way to the appropriate person
- Resolve minor issues informally through discussion.

Expectations of Angard

It is Angard's responsibility to:

- Understand and follow this policy
- Communicate the options available for employees to raise concerns
- Take any grievances raised seriously and take appropriate measures, to consider, investigate and resolve any issues
- Treat all employees fairly and with dignity and respect at all times when applying this policy.

This policy strictly prohibits:

- Retaliation against an employee who raises a grievance in good faith
- Deliberately false or fictitious complaints

Breaches of the above could lead to formal disciplinary action, up to and including summary dismissal, under Angard's Disciplinary Procedure.

Definition of a Grievance

A grievance is a genuine concern, problem or complaint that an employee has about their work or employment. An employee with a grievance should raise it promptly so that the issue can be considered, addressed and, if possible, resolved. It is in everyone's interest to resolve problems in order to prevent them from developing into major difficulties for all those concerned.

Grievances can vary from minor day-to-day issues, for example concerns over holiday requests being denied, to more serious matters such as allegations of discrimination or health and safety breaches.

It is essential for personnel handling grievances on behalf of Angard to remember that for the employee, every problem raised can be a serious concern for them and should be handled sensitively.

The grievance procedure is made up of three stages:

- **Stage 1** – If you have a concern, problem or complaint about your work, working environment or working relationships, you should first telephone the Angard Helpline 0845 460 7318 or email angard.employee@reedglobal.com who will try to resolve your complaint informally. If your concern cannot be resolved Angard will commence Stage 2 of the process.
- **Stage 2** – if you have not been able to resolve your complaint informally then it will be referred to a formal Stage 2 and you will be invited to a grievance investigation meeting to discuss your grievance. Once any necessary investigation is complete, you will receive an outcome in writing. Whilst Angard is your employer it may, if deemed appropriate, ask Royal Mail to deal with your grievance on its behalf.

• **Stage 3** – If you are not happy with the outcome at Stage 2 then you should write to the manager who dealt with your Stage 2 setting out the grounds for your appeal and an appeal meeting will then be arranged (see further information below).

Employees who raise grievances relating to issues that have occurred whilst on an assignment with Royal Mail should be aware that Angard may need to inform Royal Mail of the nature of the grievance and may ask Royal Mail to carry out investigations on behalf of Angard.

Stage 1 Informal Resolution

As set out above, you should first telephone the Angard Helpline 0845 460 7318 or email angard.employee@reedglobal.com who will try to resolve your complaint informally.

Stage 2 Formal Resolution

If the helpline worker is unable to resolve your complaint informally he/she will refer it to Stage 2 of the process.

Investigation meeting

Where appropriate you will be invited to an investigatory meeting to discuss your grievance. Angard may ask Royal Mail to carry out Stage 2 of the process on its behalf.

The investigation meeting will be held during your working hours at your place of work, unless otherwise agreed by you and Angard.

You should also inform Angard of any special arrangements needed at the hearing (for example, to cater for any language difficulty or disability).

You are entitled, on your “reasonable request”, to be accompanied at the investigation meeting by a companion. That is either:

(a) A fellow worker of your choice or

(b) a full time trade union official or a lay trade union official who has been certified by the relevant trade union as having experience or having received training in acting as a companion in disciplinary and grievance matters.

If you wish to be accompanied by a fellow worker that fellow worker will be entitled to take a reasonable amount of time away from his or her normal duties to discuss the matter with you and accompany you at the investigation meeting without loss of pay or benefits. You must notify Angard of the name and status of the person whom you wish to accompany you as soon as practicable before the investigation meeting.

If your companion cannot attend the investigation meeting at the time proposed, you may offer an alternative time, which should be within five days after the time originally proposed, provided the alternative time is reasonable.

The companion who accompanies you may address the investigation meeting to put your case, sum up that case and to respond on your behalf to any view expressed at the hearing. The companion may also confer with you during the investigation meeting. The companion cannot answer questions on your behalf or do anything which prevents representatives of Angard from stating their case or which prevents anyone else present at the hearing from contributing.

Investigation

As part of its investigation Angard may interview other relevant people within the organisation (or potentially within Royal Mail if your issue relates to something that has happened to you on an assignment there) may be spoken to.

In order to facilitate the investigation you must give the investigating manager details of any witnesses who may be able to provide evidence on the issues involved. If you have any documents, which you want Angard to consider, you should provide a copy to the investigating manager as soon as practicable during the investigation process.

Following the investigation meeting, the manager hearing the grievance will consider the evidence and reach a decision. The decision reached will be confirmed in writing if appropriate and you will be reminded of your right to appeal against any decision.

Stage 3 Appeal

You have a right of appeal against any Stage 2 decision. You should inform Angard in writing of your wish to appeal and the grounds of your appeal within seven days of the date on which you are informed in writing of the decision which forms the subject of your appeal. Again, Angard may ask Royal Mail to hear your appeal on its behalf.

You will be invited to an appeal hearing. You should take all reasonable steps to attend the hearing.

If possible, a manager who has not had any prior involvement in the procedure will conduct the appeal hearing.

At the hearing you will be given an opportunity to state your case. The hearing will normally be a review of the decision rather than a re-hearing of the evidence; however, any relevant new evidence you may reasonably wish to present will be considered. The provisions relating to being accompanied at a hearing set out above apply equally at the appeal stage.

The outcome of the appeal hearing will be confirmed to you in writing and will be final and binding.

Where to go for further information

Contact the Angard Helpline Number on 0845 460 7318 or email angard.employee@reedglobal.com if you have any queries about this policy. For web access please go to: www.angardstaffing.co.uk.

Review

Angard will review this policy from time to time and may need to update it in accordance with business requirements.