



## GRIEVANCE POLICY

We truly hope that you never have to use our grievance policy as we are committed to providing high-quality employee service for our PAYE Umbrella offering. However, we are not naïve and we recognise that sometimes things do go wrong, at which point we need you to tell us about it... that way we can ensure that you are looked after whilst improving our standards!

If you do have a grievance, first of all we ask that you try and resolve this with your point of contact here at *Clarity Umbrella Ltd.* If you still feel that this has not given you a satisfactory resolution, then please follow the steps below sending details of your grievance to either the address below or via email at [info@clarityumbrella.co.uk](mailto:info@clarityumbrella.co.uk).

### So what are the next steps?

This grievance procedure is intended to help guide any employee who may formally have a grievance regarding any condition of their employment, which they would like to be heard by the management of the Company; please note you have the right to be accompanied to any meetings with representation from a Trade Union Representative or a work colleague.

In the event any member of staff wishes to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters.

Timescales are fixed to ensure that grievances are dealt with quickly, however these may be extended by agreement. Please note that this procedure is not intended to deal with:

- Dismissal or disciplinary matters, which are dealt with in a separate procedure.
- Disputes, which are of a collective nature and which are dealt with in a separate procedure.

### Stages of the Procedure

#### Stage 1

An employee who has a grievance should raise the matter with their line manager / supervisor immediately either verbally or in writing. If the matter itself concerns the employee's immediate manager, then the grievance should be taken to their superior. If the manager is unable to resolve the matter at that time, then a formal written grievance form should be submitted.

The manager should then respond within 2 working days (i.e. the managers normal working days) to the grievance, unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the manager's decision and who to appeal to if still aggrieved.

#### Stage 2

In most instances, the Company would expect the manager's decision to be final and for the matter to come to a close. However, in some circumstances the employee may remain aggrieved and can appeal against the decision of the manager concerned. The appeal, to the manager next in line, must be made within ten working days of the original response to the employee's grievance. The appeal must be in writing and contain the original formal Grievance form. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, within 7 days. Where the 'next in line' manager at this stage is the Director with responsibility for the employee's function, then the grievance should immediately progress to stage 3.

#### Stage 3

If the employee remains aggrieved there will be a final level of appeal to the Director responsible for the employee's function. This appeal must be made in writing enclosing a copy of the original Formal Grievance form, to the Director within ten working days of receipt of the Stage 2 response. This Director will arrange and hear the appeal with, where possible, another management representative and respond formally with a full explanation within 20 working days. Where a grievance is raised against a Director then the grievance will be heard by the Chief Executive / Business Owner. There is no further right of appeal. Where, however, both parties agree that there would be some merit in referring the matter to a third party for advice, conciliation or arbitration, then arrangements will then be made to find a mutually acceptable third party.

### Using Mediation

An independent third party or mediator can sometimes help resolve grievance issues before it is necessary to invoke the formal procedure. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one



person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome.

There are no hard-and-fast rules for when mediation is appropriate, but it can be used:

- for conflict involving colleagues of a similar job or grade, or between a line manager and their staff
- at any stage in the conflict if any on going formal procedures are put in abeyance
- to rebuild relationships after a formal dispute has been resolved
- to address a range of issues, including relationship breakdown, personality clashes, communication problems and bullying and harassment.

Mediation is not part of Clarity Umbrella's formal grievance procedure. However, if both parties agree to mediation, then the grievance procedure can be suspended in an attempt to resolve the grievance through that route. If mediation is not successful, then the grievance procedure can be re-commenced.