



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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Overview

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

This policy is effective from 13th July 2021.

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 in the first instance, where possible.

Check first: Which policy to use?

- For cases relating to concerns about serious wrongdoing within Royal Mail Group e.g. fraud, health and safety or illegality, please see the Angard Whistleblowing Policy.
- For cases relating to bullying or harassment or complaints or concerns e.g. physical or verbal abuse or not being paid the right amount, the employee should use this Grievance Policy (see below Definition of a Grievance).

Date 13/07/2021

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, investigated, addressed and, if possible, resolved. It is in everyone's interest to resolve problems as early as possible 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).

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.

Guiding Principles

Angard is committed to:

- Helping employees to sort genuine grievances as effectively and efficiently as possible
- Taking grievances seriously and dealing with them promptly
- Carrying out investigations, where appropriate, to establish the facts
- Acting consistently and fairly
- Treating all employees with dignity and respect
- 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 in good faith and in an appropriate and timely way
- Resolve issues informally through discussion, where possible.

It is Angard's responsibility to:

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

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.

Grievance Procedure

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 at Stage 2 or 3 of the process on behalf of Angard.

The grievance procedure is made up of 3 stages:

Date 13/07/2021

- Stage 1 – Informal resolution

If you have a concern, problem or complaint about your work, working environment or working relationships, you should first telephone the Angard Helpline on 0845 460 7318 or email angard.employee@reedglobal.com who will try to resolve your complaint informally in the first instance. If your concern cannot be resolved informally then Angard will commence Stage 2 of the process.

- Stage 2 – Formal resolution

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 an investigation meeting to discuss your grievance. Once any necessary investigation is complete, you will receive an outcome in writing.

Investigation meeting

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

The investigation meeting will be held either in person or remotely.

You should 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 (“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 and that fellow worker is due to be on an assignment at the time, then they will be entitled to take a reasonable amount of time away from their duties to discuss the matter with you and accompany you at the investigation meeting without loss of pay or benefits. However, if they are not due to be on an assignment at the time of your investigatory meeting then they will not be paid for preparing for or attending the meeting with you.

You must notify Angard of the name and status of your Companion as soon as practicable before the investigation meeting. You are responsible for providing your Companion with the meeting details e.g. date, time and location or login details if held remotely.

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

Your Companion 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. Your Companion may also confer with you during the investigation meeting. Your 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).

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.

Outcome

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 and you will be reminded of your right to appeal against any decision.

• Stage 3 – Appeal

If you are not happy with the outcome at Stage 2 then you should write to the investigating manager that dealt with the matter at Stage 2 of the process, setting out the grounds for your appeal within 3 days of the date that you received the Stage 2 decision.

Only aspects of the Stage 2 decision that were not upheld (or were only partially upheld) can be appealed.

Appeal meeting

You will be invited to an appeal meeting, which may be held in person or remotely. You should take all reasonable steps to attend the meeting.

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

At the meeting you will be given an opportunity to state your case. The meeting 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 by a Companion as set out above apply equally at Stage 3 of the process.

Outcome

The outcome of the appeal 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.

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