

**CWLC**

**Grievance Policy**

**1<sup>st</sup> January 2019 to 31<sup>st</sup> December 2019**

## **Introduction**

CWLC Ltd consists of the following companies.

- *Bona Fide Site Services Ltd (Trading as Vitec Site Services)*
- *Yeti Partnerships Ltd (Trading as CWLC)*

The company is a private Training Provider who deliver a range of apprenticeships, nationally accredited qualifications and a selection of short accredited courses. The company are committed to providing a curriculum to develop a learner's skills, increase their knowledge and in return become a great asset to an organisation.

The company is committed to being an Equal Opportunities Employer and Provider of Training in accordance with the Equality Act 2010 – *'legally protects people from discrimination in the workplace and in wider society. It replaces previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in certain situations.'*

## **Policy**

The purpose of this Policy is to ensure CWLC deal with grievances fairly, consistently and in good time.

The following procedure shall be applied to settle all disputes or grievances concerning an employee or employees of the company (but excluding those relating to redundancy selection).

### **Principles:**

1. It is the intention of both parties that employees should be encouraged to have direct contact with Management to resolve their problems. Most grievances can be settled informally with Line Managers.
2. The procedure for resolution of grievances and avoidance of disputes is available if the parties are unable to agree a solution.
3. Should a matter be referred to this procedure for resolution, both parties should accept that it be progressed as speedily as possible, with a joint commitment that every effort will be made to ensure that such a reference takes no longer than 7 working days to complete.
4. Pending resolution of the grievance, the same conditions prior to the notification shall continue to apply, except in those circumstances where such a continuation would have damaging effects upon the company's business.
5. If the employee's immediate Line Manager is the subject of the grievance and for this reason, the employee does not wish the grievance to be heard by him or her, it shall be referred to Stage 2 of the procedure.

### **The Procedure:**

#### **Stage 1**

In the event of the employee having a formal grievance relating to his employment they should put their complaint in writing and address it to their Line Manager. A meeting will be called, and the employee should take all steps to attend that meeting. The employee has the right to be accompanied by a fellow employee or a suitably trained Trade Union representative.

Following the meeting, the company will endeavour to respond to the grievance as soon as possible, no later than 5 working days. If it is not possible to respond within 5 working days, the employee will be informed as to reasons for this. The employee will be informed of the decision and the right of appeal.

#### **Stage 2**

If the employee feels that their grievance has not been satisfactorily resolved, the employee may appeal in writing to the Centre Manager. This appeal must be in writing and within 5 working days of the original grievance decision.

Upon receipt of this, the Centre Manager will call a meeting to hear the grievance. The employee has the right to be accompanied by a fellow employee or a suitably trained Trade Union representative.

Following the meeting, the Centre Manager will endeavour to respond to the grievance within 5 working days. This will be undertaken in writing and will be final.

<b>Signature:</b>	<i>A Keating</i>
<b>Name:</b>	Alan Keating
<b>Position in Company:</b>	Centre Manager
<b>Date:</b>	1 <sup>st</sup> January 2019
<b>Due for Review:</b>	31 <sup>st</sup> December 2018